

TUNDRA WOMEN'S COALITION
Job Description (Revised 8/12)
SHELTER MANAGER

Requirements: Experience working in residential facility preferred
Knowledge of domestic violence and sexual assault required
Knowledge of substance abuse required
Experience with program management and/or supervisory experience preferred
High School Diploma or GED required; Associate's degree or Bachelor's degree preferred
Must have an Alaska Driver's License or obtain one within 3 months of hire (assistance/training to obtain a license would be provided by TWC)
Must have basic computer proficiency (email/Microsoft Word/PPT/basic Excel)
Must be willing to fly on small airplanes
Must be willing to work some on-call hours and advocate for victims
Must be willing to attend community meetings and fill public speaking requirements
Must have knowledge of systems/organizations in Y-K Delta; Yup'ik Speaker Preferred
Must be able to pass a criminal background check

Hours: 40 hours per week; OT hours will be required (for SART and to address emergent issues). This is a non-exempt position.

Responsibilities:

1. Help maintain a shelter environment that is safe and secure, welcoming, and maintains the balance between having a structured/ordered environment and having a relaxing/understanding environment.
2. Maintain healthy relationships with shelter residents which balances accountability with understanding the impact of trauma and crisis (as well as addictions, behavioral health concerns or disabilities) on completing everyday tasks and parenting.
3. Meet one-on-one with families in shelter to address goals, barriers to accessing systems, challenges with living in a group environment, future plans, etc.
4. Collaborate with TWC staff and staff at other agencies to work on strategies that eliminate barriers for victims accessing systems. Participate in community meetings.
5. Ensure that shelter participants have opportunities to engage in culturally-based activities and supports, ranging from Healthy Families to accessing outdoor, subsistence-based activities to access to elders.
6. Schedule shelter shifts and supervise 5 full-time advocates and multiple relief advocates.
7. Answer crisis calls and screen prospective residents.
8. Complete resident intakes when advocates are busy with other tasks.
9. Coordinate weekly shelter staff meetings and weekly "house" meetings for residents.
10. Review residential files daily to ensure accurate reporting.
11. Maintain inventory of shelter goods; USDA commodities foods and purchase food items for shelter, coordinate twice-yearly barge orders. Ensure that traditional foods are available for residents.
12. Hire and train new full-time and relief advocates.
13. Provide intensive advocacy and train all full-time advocates to provide the same level of advocacy for shelter residents and nonresidents seeking emergency services.
14. Facilitate or ensure that another advocate facilitates support groups or bring in other staff, elders or community speakers for groups.
15. Work collaboratively with administrative staff to track maintenance needs and repairs in shelter and make sure those needs get addressed.
16. Maintain safety and security of shelter, and ensure that advocates maintain safety and security on their shifts as well. This includes making sure windows are operable, screens are in windows, exit doors or not blocked, no secure doors are propped open, etc.
17. Compile monthly and quarterly statistics and narratives, including preparing files information for other staff to enter into an Access database program and provide other basic info required by funders.
18. Participate in weekly staff, shelter and other meetings and supervision.
19. Attend trainings as required.
20. Assist with fundraising and special events/awareness activities.
21. Help manage volunteers who are doing work related to support groups or shelter.
22. Ensure that each shelter bedroom has a "welcome" binder, and that all residents are aware of various services, both at TWC and from other resources.
23. Complete other duties as assigned; model sober & nonviolent behavior on & off the job.