

LAURA'S HOUSE JOB DESCRIPTION

JOB TITLE: Shelter Administrator
REPORTS TO: Program Director
STATUS: Exempt
LOCATION: Emergency Shelter

JOB SUMMARY:

The Shelter Administrator supervises operations and service delivery at the Emergency Shelter. The primary accountabilities for this position are the (1) efficiency and effectiveness of the 24-hour hotline and residential services, (2) supervision of shelter staff and volunteers, and (3) compliance with contracts and other funding requirements.

JOB DUTIES:

- Ensure safety and security of facility's current and future residents, employees and volunteers.
- Coordinate 24-hour staff coverage.
- Provide training, support, problem solving and ongoing supervision of all employees and volunteers.
- Assist with crisis intervention and conflict resolution as needed.
- Ensure high-quality, culturally competent, trauma informed service delivery by all staff and volunteers.
- Enforce Emergency Shelter policies and procedures.
- Assess responsiveness of existing policies and procedures; Revise Policies & Procedures Manual as needed, update annually.
- Monitor procurement of supplies, equipment, and external services.
- Ensure flexible and discretionary spending conforms to the site's annual budget.
- Track and manage grant spending and ensure all record and reporting requirements are met.
- Oversight and coordination of IT, utility, and operational needs and services.
- Coordination of office and shelter space use, based on shelter and staff needs.
- Develop and maintain relationships with law enforcement, emergency services, medical facilities, service and repair companies, hotel management staff, donors, and other vendors.
- Serve as an Emergency Shelter liaison to community partners and within Laura's House agency.
- Represent Laura's House at networking and community partnership events.
- Participate in monthly managers' meeting and provide updates to management team.
- On-call availability required.
- Other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

- Preserve confidentiality of all client, staff, volunteer and agency information.
- Represent the agency in a positive, professional manner at all times.
- Maintain a tidy, organized work area.
- Participate in agency functions as a participant or presenter as needed.
- Evening and weekend hours as needed.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in human services or related field or equivalent experience required.
- Management, leadership and/or supervisory experience required.
- Strong organizational skills.
- Crisis intervention and/or services for domestic violence survivors required.
- Experience in residential settings preferred.
- 40-hour domestic violence training as required by law.

KNOWLEDGE, SKILLS AND ABILITIES:

- Bilingual Spanish preferred.
- Excellent oral and written communication skills.
- Computer competency.
- Works well independently and as a team leader.

JOB QUALIFICATIONS:

- Valid driver's license, reliable transportation and appropriate insurance.
- Finger Printing and TB Test
- Employee is occasionally required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.