



JOB DESCRIPTION

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| Job title | Residential Manager |
| Reports to | Executive Director |

Job purpose

To manage and coordinate shelter services that assist victims and survivors of domestic violence and sexual assault within the shelter program through crisis support, referral, case planning, information and resources acquisition while developing relationships with community partners to ensure collaborative services in the communities Safehope serves.

Duties and responsibilities

1. Coordinates the development and implementation of shelter services for survivors of domestic and sexual violence their families and friends
2. Responsible for managing and maintaining the shelter facility, shelter and group food program and other shelter related programming and activities
3. Assists Program Director with development of agency plans that include and recognize survivor empowerment
4. Maintains a working knowledge of resources and services available in the communities served to assist survivors
5. Networks with medical professionals, court officers, school personnel, law enforcement, clergy and other professionals to encourage referrals
6. Responsible for publicizing available services, educating referral sources and increasing service utilization within communities served
7. Attends community meetings, provides information and maintains contact with community agencies as appropriate. Updates Leadership Team on community involvement and agendas for community meetings
8. Supervises, trains and supports shelter advocates
9. Compiles and submits all statistical data, program summaries and reports. Assists with Osnum database
10. Assists with any other duties and attend meetings as requested by the Program Director

Qualifications

1. Bachelor's degree in Social Services, Education, Psychology or related field or equivalent experience required
2. One (1) to two (2) years' relevant experience including knowledge and understanding of domestic violence, sexual assault and child abuse issues and trends. Knowledge of service area resources preferred.
3. Strong organizational skills and orientation to detail
4. Strong interpersonal and communication skills, written and oral; demonstrated ability to establish and maintain effective work relationships with victims, employees, volunteers and collaborative partners

5. Excellent computer and related skills to include use of internet search engines, access to government portals and websites, Microsoft suite of applications and databases
6. Experience maintaining personal/professional boundaries and managing stress constructively with demonstrated ability to manage and resolve conflict

Working conditions

Work environment is of a secure, quiet and confidential nature which may be disrupted from time to time due to nature of providing assistance to victims of a sensitive and personal nature

Physical requirements

1. Must reside in service area as outlined in **Job Purpose**
2. Possess valid Kansas driver’s license, good driving record and proof of insurance
3. Physical attributes necessary to operate and function in an office environment to include interpersonal interactions, communications, preparation and handling of documents and sitting for extended periods of time
4. Bending, lifting and carrying up to forty (40) pounds of weight (donations/commodities)

Status

1. Full-time, exempt
2. Eligible for benefits as outlined in Employee Handbook

THIS POSITION IS GRANT FUNDED

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| Approved by: | <i>Kim Ratzlaff</i> |
| Date approved: | September 24, 2018 |
| Revised: | <i>October 5, 2021</i> |

Safehope is an equal opportunity employer. Safehope does not consider race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, or marital status in employment decisions. It is our policy to maintain a non-discriminatory environment free from intimidation, harassment, or bias based upon these grounds.