



Co-Director of Shelter Services

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families-through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will handle the day-to-day shelter services for the victims of domestic violence and sexual assault, overseeing the operation of the Agency shelter programs. Thorough knowledge of and adherence to all Vera House policies, procedures and safety protocols is required.

Job Reporting Relationships:

Supervisor: Interim Director of Operations

Supervises: Assistant Shelter Services Coordinator, Case Managers, Housekeeper/Cook

Basic Qualifications:

Education/Training: Master's Degree in Social work or equivalent work experience in social work preferred

Competencies:

- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work effectively in a crisis orientate situation with diverse individuals
- Strong planning, organizational, time management, and administrative skills
- Strong interpersonal, oral, and written communication skills
- Ability to solve complex problems and demonstrate critical thinking
- Strong proficiency with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault, or other violent trauma
- Thorough knowledge of Trauma informed and Vicarious Trauma
- Excellent speaking skills
- Knowledge of community service delivery systems, in particular thorough knowledge of the criminal and civil justice systems

- Prompt response to crisis as well as thorough and consistent follow up with victims/clients and delivery systems
- Ability to work well with as well as maintain a positive relationship with community and board members
- Ability to provide trauma informed services and strong knowledge of crisis intervention techniques
- Ability to multitask and work with diverse individuals
- Ability to work independently
- Ability to adapt to demanding situations and work well under pressure
- Appreciation and respect for other cultures and people of diverse backgrounds
- Strong training and facilitation skills
- Conduct daily huddles for metric review and barrier drill down
- Fiscal responsibility within Shelter expenses
- Thorough compliance with Shelter expenses and managing receipts and Purchase Orders

Essential Duties:

- Provide oversight, program supervision and development, and leadership for the shelter program and staff to ensure the Agency's services are maintained in accordance with the Agency's mission and goals
- Represent the Agency to the community and collaborate with community members to ensure the implementation and/or maintenance of the Agency's programs and services
- Collaborate with other staff to bring the necessary resources and training for staff development
- Collect, analyze and report program outputs and outcome data to funding sources
- Provide crisis intervention, local service delivery systems advocacy, and short term counseling and support to individuals and families experiencing domestic violence, sexual assault or other violent trauma, including emotional support, face to face and telephone crisis intervention, advocacy/information referrals at the request of the victims or referral sources
- Respond to various 24 hour crisis line
- Assist victims in identifying, understanding and prioritizing problems and needs and, in obtaining information on available resources, as well as assist in seeking help from intervention systems, including criminal justice, legal, medical counseling and income programs at various community partner locations
- Accountable for assisting with the development and delivery of policy and protocol
- Educate victims and family members about the dynamics and impact of elder abuse, domestic and sexual violence
- Ensure a warm and welcoming environment to all visitors
- Ensure that all services are maintained in accordance with the Agency's missions and goals
- Manage difficult and/or emotional client situations and respond promptly to client needs

Ancillary Duties

As an integral member of the organization, this position is responsible to provide related assistance wherever necessary to help the Agency achieve its goals and embrace and promote the Vera House mission.

Equipment/Machines

Telephone, computers, copier, fax machine, automobile, television, DVD player, household equipment

Physical Demands

Mobility to work in a typical residential shelter setting and use standard office equipment, vision to read printed materials and a computer screen, distance vision suitable of independent driving/travel, and hearing and speech to communicate in person or over the telephone. Individual must be able to lift 30 pounds. Accommodations may be made for some of these physical demands for qualified individuals who require and request such accommodation.

Work Environment and Environmental Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level and work environment is usually moderate. The air quality is usually moderate. There is exposure to physical risk.

SALARY RANGE

\$50,000 - \$60,000

Vera House provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Interested candidates should submit a resume and cover letter to:

jobs@verahouse.org