



## POSITION ANNOUNCEMENT

### Associate Director of Shelter Services

Vera House, Inc. is a human services agency providing comprehensive domestic and sexual violence prevention and intervention services.

The **Associate Director of Shelter Services** position will handle the day-to-day activities of the Associate Director of Shelter Services at the Vera House shelters for victims of domestic violence, sexual assault or other violent trauma.

#### **Responsibilities:**

- Provide leadership/direct supervision, oversight and support to the full and part time Resident Supervisor staff including recruit, hire, train, maintain and evaluate the evening/weekend and overnight Resident Supervisor team
- Develop, manage and ensure Resident Supervisor monthly schedule coverage
- Support the Director of Shelter Services with on-call coverage during evening and weekend hours, assist with administration of the shelter program, assist with data collection, analysis and reporting, assist with representation at community meetings and direct service support to shelter residents
- Ensure trauma informed practices are provided to all residents
- Ensure and maintain client databases consistent with Vera House policies and practices
- Ensure a safe, comfortable and welcoming environment to all shelter residents
- Prompt response to crisis as well as thorough and consistent follow up with clients/victims and delivery systems

#### **Qualifications:**

- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion
- Ability to develop positive, compassionate rapport with victims of domestic violence or other violent trauma
- Thorough knowledge of domestic and sexual violence including elder abuse
- Knowledge of community based service delivery systems, in particular thorough knowledge of the criminal and civil justice systems
- Strong training and facilitation skills
- Thorough knowledge of trauma informed practices and crisis intervention techniques
- Ability to adapt to demanding situations and ability to work well under pressure
- Ability to solve complex problems and demonstrate critical thinking
- Strong interpersonal, oral and written communication skills
- Proficient with Microsoft Office Suite
- Strong planning, organizational, time management, and administrative skills

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**Hourly Pay Range - \$21.79 to \$23.75 per hour**

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. This is a full-time position with some late afternoon/evening and weekend hours. Position will be open until filled.

**Interested candidates should submit a resume and cover letter to:**

**Hiring Manager  
Vera House, Inc.  
723 James Street  
Syracuse, NY 13203  
E-mail: [jobs@verahouse.org](mailto:jobs@verahouse.org)  
**NO PHONE CALLS PLEASE****