



## **POSITION ANNOUNCEMENT**

### **Shelter Administrator**

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

This position will handle the day-to-day activities of the Shelter Administrator at the Vera House shelter program for the victims of domestic violence, sexual assault or other violent trauma.

#### **Responsibilities:**

- Serve as a liaison and build positive working relationships with community members and partnering agencies
- Provide crisis intervention, local service delivery and systems advocacy, and short-term counseling and support to individuals and families experiencing domestic violence, sexual assault or other violent trauma
- Maintain database consistent with Vera House practices
- Adhere to all Vera House policies, procedures and safety protocols
- Educate victims and family members about the dynamics and impact of elder abuse, domestic and sexual violence
- Provide emotional support, short term and immediate needs of shelter residents and their families
- Provide face to face and telephone crisis intervention at the request of victims or referral sources
- Communicate the needs and concerns to the appropriate shelter staff and/or community partners regarding the goals and plans for residents
- Ensure a safe, comfortable and welcoming environment to all shelter residents and visitors
- Orient new employees and volunteers to the shelter procedures and routines
- Answer multiple telephone lines
- Manage difficult and/or emotional client situations and respond promptly to client needs
- Purchase and maintain supply inventory, as needed
- Receive, sort and route mail to appropriate personnel
- Assist in the coordination of pick-up and delivery of Agency donations
- Support and assist the Director of Shelter Services and all shelter staff
- Ensure that all services are maintained in accordance with the Agency's mission and goals
- Support Director of Shelter Services with inputting resident information into the data base system, chart audits and shelter billing.
- This position is occasionally required to Flex Hours on weekend or evenings

#### **Qualifications:**



- Associates degree in human services preferred
- Thorough knowledge of domestic violence and sexual assault including elder abuse
- Ability to work effectively in a crisis orientated setting with diverse individuals
- 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.
- Good interpersonal, oral communication and written skills
- Proficient with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault or other violent trauma
- Knowledge of community-based 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 and delivery systems
- Ability to work with as well as maintain a positive relationship with community partners
- Ability to provide trauma informed services and familiarity of crisis intervention techniques
- Ability to work in partnership 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 cultures
- Experience working in a human services setting preferred

**Hourly Pay - \$17.00 to \$21.00 per hour**

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. 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**