

Safe Housing Manager

Reports To: Executive Director

Salary: This is a full-time exempt position that pays \$52,424-\$60,288 annually to start based on experience.

Benefits: Employee medical benefits, retirement, employee assistance program, paid sick leave, paid vacation and 14 paid holidays.

DVSAS is committed to respecting and reflecting diversity.

Survivors are encouraged to apply.

DVSAS Mission

The mission of DVSAS is to support individuals affected by domestic violence sexual assault, and sexual exploitation, and to lead the community toward ending those abuses of power.

Position Summary

The Safe Housing Manager ensures that DVSAS Safe Housing services are survivor-centered and trauma-informed, with programming that supports healing, well-being, safety, and agency for survivors. This position has authority to develop and maintain Safe Housing Program procedures and systems that are in line with agency policies and philosophies. The Safe Housing Manager functions in a supervisory capacity for members of the Safe Housing Team and of the overall Safe Housing Program, and is responsible for evaluating and managing individual, team, and program performance. This position is also responsible for ensuring accountability and program adherence to all agency policies and funding source and contract requirements, as well as state, federal, and local laws.

Responsibilities

The duties of this position include and are not limited to the following:

Supervision

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- Provide individual and programmatic supervision to the Safe Housing Team staff, ensuring 24 hour a day / 365 days a year staffing.
- Train and evaluate staff and volunteers.
- Take the lead on human resource actions for staff: hiring open positions including leading interview teams, communicating with applicants, and making job offers; on-boarding of all new employees; recommending pay; conducting annual evaluations; and recommending terminations.
- Ensure that staff are aware of relevant community resources.
- Support the program staff with resident de-escalation and conflict resolution; help residents who have difficulty adhering to program guidelines.

Client and Shelter Services

- Provide direct advocacy for clients, including back-up Safe Housing Advocate coverage, back-up 24-hour helpline coverage, and ongoing client services as needed.
- Ensure that all Safe Housing Program facilities and equipment are maintained in a safe working condition, in collaboration with the Maintenance Specialist, the Administrative & Operations Manager, and outside vendors.
- Ensure housing facilities are maintained with an eye toward safety and creating a pleasant living environment for all residents.
- Oversee monthly room inspections for repair and maintenance needs, furniture inventory, sanitary conditions, and fire safety assurance; coordinate with facilities caretaker and maintenance manager to address needs.
- Coordinate with housing case managers, and public assistance case workers to identify and secure long-term housing resources for Safe Housing Program clients.

Leadership

- Oversee and maintain systems to ensure that all necessary Safe Housing Program data is captured and reported appropriately to facilitate client service coordination, program reporting, and planning.
- Assume an active role on the Management Team, participating in the planning,

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development, and implementation of the organization's program goals and objectives.

- With the Executive Director, monitor program quality and effectiveness by reviewing resident feedback forms, administering surveys, and reviewing outcome and grievance data to ensure that programs reflect the overall philosophy of the agency and meet the needs of survivors.
- Maintain and foster relationships with community partners and participate in relevant meetings.
- Provide community presentations on DV/SAS services and the dynamics of DV/SA.
- Participate in grant applications and grant reporting, including developing narrative and providing reports on programs under managers area of expertise.
- Ensure full programmatic compliance with agency policies, funding source and contract requirements, and state, federal, and local laws.
- Maintain accurate and up-to-date record-keeping for all services.

Qualifications & Requirements

- Relevant experience (at least four years preferred), including supervision/management experience (at least two years preferred).
- Two years of experience providing services for survivors of domestic violence and sexual assault.
- Completion of the agency's 42-hour advocacy counselor training or equivalent and a strong desire to work with survivors – survivors are encouraged to apply.
- Exceptional organizational and communication skills.
- Ability to inspire a team to implement DV/SAS's mission.
- Experience and knowledge of relevant local community resources.
- Access to reliable transportation, a current driver's license, and vehicle insurance.
- Experience designing and implementing effective systems and procedures.
- Excellent verbal and written communication skills.
- Ability to establish priorities and work independently.
- Ability to establish and maintain effective working relations with staff and

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community partners.

- Commitment to respecting individual differences and serving diverse populations.
- Positive, problem-solving attitude with a willingness to provide and seek guidance from team members.
- Passion for ending gender-based violence.
- Initiative to learn and enhance skills that promote equity and an understanding of oppression and its impact on domestic/sexual violence.
- Individuals with additional language fluency in Russian, Spanish, sign language, or other locally relevant languages are preferred and will receive a 5% salary range premium after a successful probationary period.

How to Apply

Submit a cover letter, resume, and application (found at <https://www.dvsas.org/get-involved/employment-opportunities/>) to employment@dvsas.org

Work Environment: Emergency shelter environment. Ability to work in moderate and loud noise environments including, but not limited to: paging, telephones, human voices, music, and machinery.

Important Disclaimer: Employees are expected to act in the best interest of DVSAS and the clients we serve, even if doing so requires actions or responsibilities not listed in the above job description. The above statements are intended to describe the general nature and level of work being performed by those assigned to this job. They are not intended to be an exhaustive list of all duties and responsibilities required of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Other duties may be assigned which are not considered essential and may not be listed here.