**Shelter Program Manager**

**Job Description**

**Job Title:** Shelter Program Manager

**Classification:** Exempt

**Work Hours:** Salaried position with most work taking place between the hours of 8am-5pm; predictable overnight and weekend work related to the 24-hour helpline

**Location**: Bangor

**Travel**: Frequent local travel required (valid driver’s license and reliable vehicle required)

**Supervisor:** Director of Housing and Shelter Services

**Supervises:** Shelter Case Manager, Shelter Advocate, Housing Navigator(s)

**Starting Salary Range:** Level 3, depending on experience: $53,000-60,000 annual

**Training**: Significant training is required upon hire including 45-60 hours of internal training (Core Comprehensive Advocacy, Intervention, Response, and Ethics Training)

**Partners for Peace Mission & Vision**

At Partners for Peace (PFP), it is our mission is to engage individuals and the community to end domestic violence in Penobscot and Piscataquis Counties. We provide support, advocacy and safety planning to anyone affected by domestic abuse.  We foster safe and healthy relationships through prevention, education and training. Together with our community we recognize the nature of abuse, respond to it, and change the conditions which lead to it.

We believe that every person deserves to live in peace and equality, and that just and respectful relationships can change the world.

**Purpose of position:**

The **Shelter Program Manager** is responsible for supporting and supervising the Partners for Peace Shelter Program and its team of staff and volunteers. The Shelter Services Program includes general direct support and advocacy, shelter case management and housing navigation. This position directly supervises several staff, volunteers, and interns and oversees daily maintenance, operations, and shelter programming for the 17-bed emergency shelter for adults, children, and pets affected by domestic abuse.

**Core Job Responsibilities of this Position:**

1. Provide leadership for Partners for Peace Shelter services including shelter programming, shelter case-management and housing navigation; including regular planning, assessment and evaluation
2. Engage in direct support and advocacy with individuals and families affected by domestic abuse and violence, including in-person advocacy, staffing PFP’s 24-hour helpline during daytime shifts, some overnights and weekends; provide “back-up” support for staff and volunteer helpline advocates
3. Supervise, support, and mentor Shelter Program staff, volunteers, and interns; including hiring, time card approval, performance management, and other relevant human resources matters
4. Oversee shelter building maintenance projects and support the daily maintenance and operations of the shelter building
5. Provide for quality assurance in accordance with state and federal regulations and funding requirements, including data collection and reporting
6. Ensure timely and accurate data submission; generate reports in accordance with grant requirements; and utilize the data to inform programmatic and organizational goals
7. As a member of the Leadership Team, help advance the organization’s mission, vision and goals; support and demonstrate commitment to an organizational culture of excellence, accountability and ethical communication
8. Perform other duties as assigned

**Qualifications Specific to this Position:**

1. Bachelor’s Degree required and additional training, education, or work experience preferred
2. Minimum 1-2 years supervisory or mentoring experience, preferred
3. Experience working with survivors of domestic abuse
4. Strong communication skills and demonstrated ability to connect with co-workers, and develop and sustain effective working relationships
5. Ability to manage multiple time-sensitive administrative projects and daily tasks while also being accessible and responsive to immediate direct service needs and to support staff providing direct service
6. Understanding of the impact of various forms of oppression and systems on people affected by domestic violence, strangulation, sexual assault, dating abuse, stalking, and human trafficking.
7. Sensitivity to and understanding of the impacts of trauma and dynamics that exist in supporting victims/survivors of domestic abuse
8. Enthusiasm for engaging with diverse populations and marginalized communities

**Additional Qualifications:**

1. Successful completion of the organization’s 45-hour Core Comprehensive Advocacy, Intervention, Response, and Ethics Training for new domestic violence advocates
2. Sensitivity to and understanding of the impacts of trauma and the dynamics domestic violence, dating/partner abuse, sexual assault in relationships, stalking, and human trafficking, or willingness to learn
3. Enthusiasm for engaging with diverse populations and marginalized communities
4. Willingness and ability to employ a survivor-centered, self-help model of service delivery and social justice advocacy
5. Willingness and ability to work flexible hours, including some nights and weekends
6. Willingness and ability to provide 24-hour confidential helpline coverage as scheduled
7. Dedication to the Partners for Peace Mission and Vision and Inclusivity Pledge

**Additional Requirements:**

1. Must pass State Bureau of Investigation (SBI) check, Department of Health & Human Services (DHHS) Abuse and Neglect investigation, and Motor Vehicle Check
2. Must provide own transportation (fully insured vehicle), provide proof of and maintain a valid driver’s license, and compliance with Maine law regarding vehicle insurance
3. Experience with a variety of software applications including, but not limited to data programs, Microsoft Word, Excel, and Office 365 programs
4. Excellent organizational skills and attention to detail
5. Effective time management skills
6. Ability to maintain and preserve confidentiality
7. Ability to report and/or compile statistics and units of service accurately and timely
8. Ability to understand the requirements of funding for one’s position and the organization in order to participate in meeting those requirements
9. Ability to work collaboratively with a variety of people as well as independently;

**Physical Requirements and Working Conditions:**

1. Must be able to work in a fast-paced, non-smoking, trauma-informed, survivor-centered workplace, primarily in a confidential emergency shelter with adults, children, and pets affected by domestic abuse
2. Must be able to walk up and down stairs in a multi-story building, occasionally sit for long periods of time and do some bending and lifting up to 30 pounds
3. Must be able and willing to provide crisis response services and advocacy to survivors of domestic violence sometimes during evenings, holidays and weekends

Partners for Peace is an Equal Opportunity Employer

*Partners for Peace proudly celebrates all unique identities including, but not limited to; Black and Indigenous people and all people of color; women (trans and cis), intersex people, non-binary people, and men (trans and cis); young people and elders; poor and working-class people; people with disabilities; people with chronic mental health conditions; lesbian, gay, bisexual, asexual, pansexual people, and all others under the Q+ umbrella; monogamous and polyamorous people; immigrants and people with limited or no English proficiency; housed or unhoused people; and people of all faiths and traditions, no matter wealth, ability, intellect, sobriety, social status, or appearance. We acknowledge that this list is not all inclusive and will change as our knowledge grows.*