

**A SAFE PLACE
LAKE COUNTY CRISIS CENTER**

Director of Shelter Services

The Director of Shelter Services is responsible for coordinating services provided to both adult & child witnesses of domestic violence. Provides leadership and supervision to staff, volunteers and interns to ensure ethical and best practice guidelines are utilized in providing Shelter services. S/he reports to the Chief Operations Officer, (COO) and works closely with all programs.

RESPONSIBILITIES:

Collaborates with the COO and CEO to develop annual departmental goals for shelter and creates implementation plan to fulfill them.

Assist in the development of the shelter programs as a model program for our clients and outcomes, and ensures that annual goals are met.

Manage the day- to- day operations of housing, delegating as needed, to provide quality services to clients 24/7.

Works with the CEO and COO to develop collaborative relationships in the County based on shelter client needs.

Provide education on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety and abuser accountability, providing referral sources internally and/or externally when appropriate.

Supervise shelter staff, volunteers, interns, and develop the skills in staff that are necessary to effectively perform their position responsibilities.

Conduct assessments and intake evaluations to determine appropriate service plans.

Assist in hiring of staff as well as input in placement of interns and volunteers.

Conduct reviews of client records to improve and ensure quality of care and services provided.

Ensure client records are documented and maintained according to agency and best practice guidelines. This includes the coordination of the data entry of required documentation and appropriate databases, as well as insuring client data is provided to the Leadership team as requested.

Maintain staff, intern and volunteer schedule, including approval of time off requests, to ensure appropriate shelter coverage 24/7

Monitor shelter time sheets for accuracy.

Assess effectiveness of service planning and program components, and make recommendations to improve service delivery and reduce barriers affecting client services.

Coordinate and document use of petty cash, gift certificates and bus tokens as well as coordinate food needs for housing clients.

Act as advocate for clients with legal, medical, counseling, welfare, housing, educational and other services as needed, making referrals for clients to community resources as appropriate.

Provide education on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety and abuser accountability, providing referral sources internally and/or externally when appropriate.

Interact with clients in the community areas of the shelter and role model appropriate social skills, conflict resolution, parenting and other skills of daily living.

Attend and participate in staff meetings, supervisors' meeting, case management and other training and meetings as requested.

Understanding of requirement to fulfill position as on-call supervisor at the Shelter as scheduled.

Work as a team player in the organization.

Perform all other duties as assigned.

QUALIFICATIONS:

Masters degree in Social Work or Counseling, Business Management, or Public Health.

Three to five years of experience in management, program development and staff supervision.

1 – 3 years of experience in Group Home Setting preferred.

Possess excellent interpersonal, verbal, and written communication skills necessary to develop strong networking relationships.

Provide education to staff and the public and to write reports on the status of the non-residential programs.

Excellent planning skills to develop new programs and manage existing services.

Strong analytic and strategic thinking skills required to monitor budgets, write grant reports and goals and to evaluate effectiveness of programs and outcomes.

Excellent organization skills to manage multiple site locations, develop staffing patterns and manage caseload.

Strong initiative required to actively market the non-residential victim service programs.

Ability to efficiently manage and complete multiple tasks.

Ability to work independently and as a part of a team.

Ability to accept, to understand, and to relate sensitively to people of varied socio-economic, racial, cultural, gender preference, sexual preference and experiential backgrounds.

A commitment to the philosophy and program of A Safe Place, which includes a commitment to survivor's and children's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.