

A WOMAN'S PLACE Position Description

TITLE: Safe House Manager

DEPARTMENT: Client Services

EMPLOYMENT STATUS: Full-Time

WAGE & HOUR STATUS: Exempt

PURPOSE OF POSITION: The Safe House Manager is responsible for helping AWP achieve its mission by providing oversight, supervision, and direction to all Safe House Program staff, and volunteers. The Safe House Manager is responsible for identifying, developing and creating opportunities and relationships that advance the issue of sustainable housing for domestic violence victims in Bucks County.

REPORTING RELATIONSHIPS: Reports to the Director of Client Services. Directly supervises Resident Counseling Advocates, Housing Case Manager, interns and volunteers assisting in the safe house program.

OTHER RELATIONSHIPS: Bucks County Opportunity Council, Bucks County Housing Group, Community Housing Leaders, both private and public, area nonprofits involved in housing and government officials.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Develop, implement, and evaluate the safe house and hotline program, ensuring effectiveness and efficiency in all areas of program delivery.
- Assure that AWP provides quality services for adult program participants and their children.
- Provide supervision and mentoring to program staff, volunteers, and interns.
- Ensure staff members timeliness and accuracy of all statistical data entry in AWP's database.
- Support safe house staff in their work with survivors in finding and securing safe, affordable housing.
- Provide coordinated entry and intake assessments as needed.
- Always ensure staff/volunteer coverage for the 24-hour safe house and hotline, occasionally covering shifts when no other options are available.
- Provide 24-hour on-call back-up support.
- Support safe house staff in facilitating entry and exit into the shelter program occasionally using conflict management and de-escalation skills.
- In collaboration with safe house staff and through a trauma informed lens, facilitate conversations with survivors around expectations and safety concerns.
- Maintain food pantry and related government funding, including food pick ups as needed.
- Maintain incoming donations and provide feedback about donation needs.
- Collaborate with the Volunteer Coordinator in planning and execution of service projects within the safe house.

- Assist with coordinating building maintenance and ensure all safety needs are met within the safe house.
- Identify, strengthen knowledge of and lead AWP in building relationships in supporting housing and shelter programs.
- Participate in organizational activities as directed by the Director of Client Services
- Prepare program and financial reports as needed
- Identify opportunities and make recommendations to leadership in addressing the gap in affordable housing in Bucks County.
- Build and maintain positive and effective relationships between public/private housing leaders and AWP.
- Serve as an AWP representative on community/statewide committees related to housing.
- Other duties as assigned.

CRITERIA/REQUIREMENTS:

1. Commitment to AWP's Values, Vision, and Mission statements.
2. Ability to motivate and lead a team of diverse advocates.
3. Validated proficiency in data collection/reporting software related to statistics, trends, outcomes and productivity.
4. Highly motivated and well organized.
5. Program development, evaluation, solid organizational skills, and public speaking.
6. Strong written and oral communication skills.
7. Ability to work independently with minimal supervision and take direction.
8. Ability to seek supervision.
9. Ability to work with diverse populations.
10. Ability to solve complex problems.
11. Ability to de-escalate and have conflict resolution skills.
12. Emotionally resilient and able to withstand pressure on an on-going basis.
13. Ability to navigate difficult situations while maintaining quality of services.
14. Adapts readily to changing work environments, work priorities and organizational needs.
15. Adherence to the Personnel Policies of A Woman's Place.
16. Successful completion of Domestic Violence Direct Service Training course and continuing education requirements.

EDUCATION:

- Master's degree plus 1-year related experience or,
- Bachelor's degree plus 2-years related experience or,
- 5 years of related experience
- Leadership experience preferred.

CHARACTERISTICS:

1. Honest and trustworthy.
2. Self-motivated and able to work independently.
3. Cooperative and open-minded.
4. Value collaboration.
5. Creative and willing to take initiative.

6. Maintain high standards for all work.
7. Reliable and personally responsible.
8. Resourceful.
9. Extremely organized.
10. Treats all people with respect, values diverse populations and cultures.
11. Anticipates problems and seeks resolutions.
12. Ability to prioritize tasks and requests and work in a confidential setting.
13. Ability to work flexible hours and be on call.
14. Data entry skills.
15. Proficiency in computer skills, especially using Outlook, Word, Excel, ETO, and customized databases.

LICENSE/CERTIFICATIONS:

1. 33/34 Clearance.
2. Valid Driver License.
3. Valid vehicle insurance.

PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS:

1. Operation of office equipment.
2. Lifting up to 35 lbs.
3. Ability to travel frequently.
4. Willingness and ability to work varied hours, including nights and weekends and be on call.
5. Exposure to cleaning supplies, office chemicals, paint, and insecticides.

VISION STATEMENT

A Woman's Place envisions a society where all individuals are safe in their relationships and can flourish.

MISSION STATEMENT

A Woman's Place is a community-based social change organization committed to the empowerment of women and to ending intimate and domestic violence for all.

VALUES STATEMENT

To accomplish our vision of a society where all individuals are safe and can flourish, the programs, services, and decision making at all levels of A Woman's Place are rooted in and guided by the following values:

Courage: A Woman's Place acts bravely and boldly, notwithstanding fear.

Creativity: A Woman's Place encourages the creation of meaningful new ideas, interpretations, and rules.

Equality: A Woman's Place believes each and every one of us must collaborate to create a new society based in equal power and rights.

Integrity: A Woman's Place is of sound moral character and adheres to ethical principles.

Respect: A Woman's Place is considerate and honors the worth and dignity of all beings and resources.

Social Justice: A Woman's Place analyzes structural social inequalities in order to promote justice.