

A WOMAN'S PLACE Position Description

TITLE: Safe Housing Manager

DEPARTMENT: Client Services

EMPLOYMENT STATUS: Full-Time

WAGE & HOUR STATUS: Exempt

PURPOSE OF POSITION: The Safe House is AWP's shelter for those experiencing domestic violence needing a safe place to stay. The Manager is responsible for the safety and health of those fleeing domestic violence. They lead the team by providing support, oversight and supervision of AWP's Safe House. They also coordinate the 24/7 hotline response, AWP's point of entry into the organization

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

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:

- Manage and lead eight Safe House staff members
- Ensure 24/7 coverage of the safe house and hotline.
- Provide Safe House coverage as needed
- Develop, implement, and evaluate the Safe Housing 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 trauma informed supervision to program staff, volunteers, and interns.
- Ensure staff members timeliness and accuracy of all statistical data entry in AWP's database.
- Provide coordinated entry and intake assessments as needed.
- Assemble monthly reports and other data tracking for supervisor as needed
- Provide on-call support
- Manage Safe House operations, including food pantry, incoming donations, ongoing donation needs, onsite service projects and building maintenance needs.
- 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
- Collaborate with other staff, particularly as a proactive participant on the leadership team
- Identify opportunities and make recommendations to leadership in addressing the gap in affordable housing in Bucks County.

Revised 8/2022

- 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.
- Make recommendations on how AWP can and needs to advocate for more effective affordable housing.
- Other duties as assigned.

CRITERIA/REQUIREMENTS:

1. Commitment to AWP's Values, Vision, and Mission statements.
2. Self-motivated and self-disciplined.
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. Emotionally resilient and able to withstand pressure on an on-going basis.
12. Ability to navigate difficult situations while maintaining quality of services.
13. Adapts readily to changing work environments, work priorities and organizational needs.
14. Adherence to the Personnel Policies of A Woman's Place.
15. Successful completion of Domestic Violence Direct Service Training course and continuing education requirements.

EDUCATION:

- Bachelor's degree preferred and/or
- 5 years of progressive management experience
- Bi-lingual background a plus

CHARACTERISTICS:

1. Honest and trustworthy.
2. Self-motivated and able to work independently.
3. Cooperative and open-minded.
4. Non-reactive.
5. Able to identify solutions quickly.
6. Strong individual boundaries
7. Value collaboration.
8. Creative and willing to take initiative.
9. Maintain high standards for all work.
10. Reliable and personally responsible.
11. Resourceful.
12. Extremely organized.
13. Treats all people with respect, values diverse populations and cultures.
14. Anticipates problems and seeks resolutions.
15. Ability to prioritize tasks and requests and work in a confidential setting.
16. Ability to work flexible hours and on call.
17. Data entry skills.
18. Proficiency in computer skills, especially using Outlook, Word, Excel, ETO or

similar client-focused database, 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.

This is not an employment contract. A Woman's Place has the right to change duties and responsibilities as needed.