



**Title:** TWSH Advocate Supervisor and Operations Manager

**Supervisor:** Director of Residential Service

**Pay range:** \$43,000 -\$45,000/ year

**Job Type:** Full-time -Exempt

**Leadership:**

1. Provide oversight of on-call schedules for the residential department and 24-hour availability to residential staff for crisis or emergencies as assigned by Director of Residential Services.
2. Meet with supervisees for individual supervision at least once a month and document these meetings as required
3. Coordinates and re-evaluates services, along with the Director of Residential Services, to ensure that the provision of services complies with the organization's policies, procedures, and practices. Makes recommendations for changes, as necessary.
4. Actively participates in required meetings (i.e. staff meetings, training, etc.); provides pertinent information to their supervisor in decision-making processes and implements administrative decisions positively and supportively.
5. Serves as a positive team member and works to contribute to a cohesive and supportive environment.
6. Will regularly attend key agency activities such as fundraisers and public events.
7. Participates in The Women's Safe House committee opportunities.
8. Demonstrates leadership by example, self-motivation and direction and professional oral and written communication.
9. Demonstrates flexibility and openness to change.
10. Works collaboratively with diverse communities and communicates the mission and work of The Women's Safe House.

**Financial:**

11. Aware of program expenditures and the prevention of waste.
12. Assists with generating potential revenue ideas in collaboration with supervisor.
13. Order with approval, and distribute supplies for TWSH and TWSH Pet Shelter

14. Manages work orders and maintenance repairs.
15. Oversight of weighing and recording all food that comes into TWSH as needed.
16. Oversight of collections and documentation of all in-kind donations.

**Job Position Specific:**

17. Manages both major and minor projects that benefit TWSH as assigned.
18. Provides operational support to The Women's Safe House in the following areas:
  - Office Supplies and furniture- organize, monitor, and order with approval, and distribute.
  - Workspaces- coordinate office moves and cleanup of workspaces after employee departure for new employee.
  - Maintains facilities and grounds per cleanliness and upkeep, etc.
  - Responsible for watering plant, flowers, shrubs to ensure beautification of landscaping.
  - Copier- manage and issue employee credentials, toner supply, paper stock, troubleshooting, maintenance calls, run quarterly usage reports and calculate usage by employee and department for finance, create/update user guides and train staff on optimal usage.
  - Keep facility licensing and inspection fees in order and up to date.
  - Digital Door Locks- manage and issue employee credentials, program locks for employee changes.
  - Ensure paper file storage is secure, organized, and in accordance with document retention policy.
  - Mailroom- maintain employee mailboxes, keep room straightened, stocked, keep bulletin boards current.
  - Maintain calendar for conference room scheduling.
19. Information Technology – ability to assist staff with minor on-site IT issues; escalate and coordinate more complicated issues with Forward Slash help desk, store maintain and track issuance of portable devices (laptops, tablets), maintain server room, coordinate the destruction of obsolete/inoperable equipment with Forward Slash, create/update user guides as needed.
20. Vendors - escort vendors through the building and monitor completion of task.
21. Assists with assembly of food boxes and food donations as needed

31. Manages donation process. Oversight of documentation of all in-kind donations in Razor Edge.

- Answer in-kind donations calls
- Participate with in-kind donations delivery
- Assure in-kind donations appropriate storage
- Responsible for the organization of all storage and donation areas

22. Create letters of thanks within 48 hours (about 2 days) of donation, to be signed and mailed off by CEO within a week.

23. Answers the Crisis Intervention Hotline as needed; provides services including, but not limited to:

- Compassionate and Trauma-Informed Listening and Communication
- Establishing Rapport
- Assessment of Danger/Risk and Needs
- Validating Feelings
- Providing Support
- Safety Planning
- Referrals (e.g., Medical, Mental Health, Legal Remedies, etc.)

24. Assists in ensuring that data is accurately reported in VELA and data is available to send from VELA to MOCADSV, United Way, Department of Public Safety and other state and local funders as needed as assigned by Director of Residential Services

25. Provide direct care services when necessary, including crisis support, advocacy and accompaniment, safety planning, information and referrals, hotline and client intervention, and pet support.

26. Ensure that all documentation is available for use by supervisees (bed nights, wellness checks, attendance, etc.)

27. Assist Residential Director in training and professional development of supervisees.

28. Work with CEO on major projects.

29. Telephones- manage employee voicemail boxes, troubleshoot issues, handle equipment.

30. Monitor, participate, and check in on volunteers during projects and events.



### **General Agency:**

31. Complete documentation to ensure compliance with criteria and standards required by licensing and funding sources and completes necessary electronic entries and all required agency forms.
32. Maintain confidentiality and integrity of sensitive information related to clients and programs.
33. Understand and adhere to The Women's Safe House Employee Handbook and all TWSH Policies and Procedures.
34. Meet with supervisor regularly to keep apprised of events, problems, needs, etc.
35. Maintain required annual training hours.
36. Maintain cooperative and communicative relationships with peers, employees, partners, and Board as appropriate.
37. Participate in seminars and other community functions regularly as assigned or appropriate.
38. Perform other duties as assigned by supervisor and work as a team member with TWSH staff and administration.

### **Desired Requirements and Skills:**

A minimum of two (2) years of college is preferred and/or 3-5 years of proven experience providing operational, supervisory, and administrative services to leadership

- Full command of Microsoft 365
- Exceptional multi-tasking ability
- Solid communication skills
- Ability to maintain confidentiality
- Must have own reliable transportation, valid driver's license, and automobile insurance. (required)
- Skills in establishing and maintaining effective working relationships with others and following oral/written instructions are required.
- Strong listening, verbal, and written communication skills are required. Computer skills required.
- Complete Advocates training, VELA training, CPI (Crisis Prevention Institute) training, and other training as assigned by supervisor.



- Must be available to work an average of 40 hours per week or more.

#### **Other Job Requisites:**

1. This is an exempt position. This is an essential staff employee position that requires availability during office closures and inclement weather.
2. Hours for this position may be irregular and include some evening and weekend hours.
3. Physical ability to lift- up to fifty pounds is necessary.
4. Physical ability to climb stairs is necessary.

#### **Working and Physical Conditions:**

Work with women and children residing in a domestic violence shelter (confidential location).

Must be physically able to lift to 50 pounds.

The Women's Safe House is an equal opportunity employer.

#### **Benefits:**

- Dental insurance
- Health insurance
- Paid time off
- Vision insurance
- Holiday pay

COVID-19 considerations: All staff are required to be fully vaccinated.