

**FORT BEND COUNTY WOMEN'S CENTER, INC.
JOB DESCRIPTION**

SHELTER DIRECTOR

REPORTS TO: Chief Programs Officer

SUPERVISES: Program Manager, Lead Case Manager, Shelter Operations Coordinator

STATUS: Full time, exempt; Salary: DOE

RESPONSIBILITIES: Responsible for the overall operation of the shelter and supervision of staff.

DUTIES:

1. Oversee a 65-bed residential shelter for fleeing victims of domestic violence and/or sexual assault. Ensure a safe and secure environment.
2. Reinforce and maintain a positive, trauma-informed, client-centered culture using positive reinforcement and a rules-reduction model.
3. Research and implement best practices and innovative service delivery models while ensuring proper data collection and reporting.
4. Manage resident programs staff directly or indirectly; oversee the maintenance of the shelter, including grounds and structure.
5. Coach and guide the lead case manager to ensure goal-directed assistance for clients in addressing their physical, financial, social, and psychological needs. Monitor progress toward goals and length of time homeless in shelter.
6. Coach and guide Program Manager to ensure that cooperative living guidelines are being properly followed and that proper procedures are being followed by staff.
7. Ensure proper training, supervision, accountability, empowerment, and evaluation of shelter staff.
8. When necessary, provide the final decision and/or the first level of appeal for client exit actions.
9. Review client surveys and propose program improvements as part of continuous quality improvement team.
10. Lead weekly shelter leadership team meetings and regular shelter all-staff meetings. Participate in regular continuous quality improvement meetings. Attend weekly interdepartmental Programs Leadership meetings.

11. Review and update shelter policies and procedures in coordination with Chief Programs Officer and Chief Executive Officer.
12. Ensure compliance with Texas Health and Human Services Commission's family violence service provider requirements AND Texas Office of the Attorney General's minimum sexual assault program requirements.
13. Ensure compliance with all other grants by working with the Chief Programs Officer and the Grants Compliance Department.
14. Provide budgeting information on shelter programs to Chief Finance Officer and ensure adherence to the current year's budget. Review payables and code for accounting purposes.
15. Act as a community liaison with volunteers, donors and service providers.
16. Provide a written monthly report to the Board of Directors on activities.

QUALIFICATIONS: Bachelor's degree in a social services related field, Master's degree preferred. 10+ years' experience working with clients in a related shelter environment, specifically shelter management, required. Must be organized, dependable, and able to perform in a team-oriented work environment. Bilingual – Spanish / English a plus.

SALARY: DOE

HOURS: Minimum 40 hours per week. Schedule varies according to the needs of the shelter.

BENEFITS: Medical, dental and vision insurance options, paid time off (PTO), life insurance, 403(b), employee wellness time