

First Step: A Response to Domestic Violence, Inc.

Harrisonburg, VA

First Step is looking for a reliable individual that has flexible hours and wants to help people and serve their community.

Position: Shelter Manager Position

Hours: 24 to 36 hours a week - Shifts include weekend day shifts, night shifts, afternoon/evening shifts, and holidays. (note: night shifts are 8pm to 8am, weekend and holiday day shifts are 8am to 8pm).

About our organization:

First Step: A Response to Domestic Violence, Inc. is a 501(c)3 non-profit organization that has served the City of Harrisonburg and County of Rockingham for over 40 years. We provide crisis, advocacy, rapid rehousing, and shelter services to survivors of intimate partner and relationship violence and their children. First Step welcomes and respects all survivors, regardless of race, ethnicity, color, age, gender, disability, national origin, religion, language(s) spoken, language proficiency, citizenship status, socioeconomic status, sexual orientation, or gender identity or expression. We are committed to providing free and confidential services to survivors of intimate partner or relationship violence who have experienced economic, physical, sexual, psychological, emotional, and/or verbal abuse.

Our mission:

- Empowering survivors to break the cycle of violence and abuse in their lives.

Our vision:

- The vision of First Step: A Response to Domestic Violence is a community free of abuse.

Position summary:

Shelter Managers manage the First Step shelter weekend days, nights, and during some holiday hours. Shelter Managers answer the hotline, provide crisis intervention and case management services, and provides client shelter intake and orientation. The positions also assist with facilities management.

The positions will report directly to the Director of Client Services.

Duties:

Program Services-

- Provide direct services to clients which include, but are not limited to hotline calls, crisis intervention, safety planning, shelter intake and orientation, information and referrals, and assistance with case management services.
- Distribute supplies and in-kind donations to clients as needed.
- Completes forms, data entry, and record keeping of client contacts.
- Completes orientation and ongoing training.
- Attends monthly Shelter Manager meeting.

Facilities Management -

- Assists in cleaning, organizing, maintaining the interior and exterior of the First Step building/property.
- Assists in preparing shelter living area for client arrivals and cleans and organizes living area when clients exit the shelter.
- Assists in laundering shelter linens and other items as needed.
- Assists in sorting, organizing, distributing, and storing in-kind donations and supplies.
- Assists in maintaining and organizing First Step storage areas.

Hours:

- Part-time hourly position
- 24 to 36 hours available per week
- Night Shifts, Weekend day shifts and holiday hours required
- Afternoon/evening shifts also available
- Monthly Shelter Manager Meetings (Scheduled for 6pm to 8pm, usually the 3rd Wednesday of the month)
- Training provided (paid)

Position works onsite.

Salaries and benefits:

- Hourly wage of \$15.00. Overtime pay for hours worked over 40 hours a week and on First Step recognized holidays.
- SIMPLE IRA Plan with up to 3% match
- Employee Assistance Program

Qualifications:

- High School Diploma
- At least 1 year of work or volunteer experience in Human Services field
- Commitment to diversity
- Dependable
- Positive attitude
- Must be available to work weekends, nights, holidays, and during inclement weather.
- Must be able to lift 20-30 lbs

Skills:

- Computer literacy and proficiency in Microsoft Office and/or similar business software suites
- Ability to provide positive and professional customer service in person and on the phone (landline and cellphone)
- Ability to work in a team.
- Ability to work independently and to problem solve
- Ability to provide written documentation of phone and in-person interactions

Email Resume and Cover letter to Miranda Hulse, Director of Client Services
mirandahulse@firststepva.com

No phone calls please

Positions open until filled.

First Step: A Response to Domestic Violence is an Equal Opportunity Employer. We welcome applications for candidates from diverse backgrounds. Although it is not a requirement for this role, candidates who are bilingual/multilingual are encouraged to apply. We serve in a geographic area with many in our service region speaking English as a second language. Spanish, Arabic, Kurdish are the most common non-English languages spoken by residents in our service area.