



Women In Distress - Residential (Shelter) Manager

Reports To: Executive Vice President

Schedule/Availability: This is an exempt, salaried full-time position. Schedule varies depending on shelter needs. Position requires a candidate that is flexible to work a combination of weekday and weekend schedule and can be on-call when in town. Candidate may not maintain outside employment. This position is “essential” and candidate will be required to be on-call and available to work during holidays, emergencies, hurricanes and other similar emergencies.

Education and Experience:

- Bachelor’s Degree with a minimum of 4 years of management or supervisory experience in a social services or nonprofit organization. Minimum of 2 years’ supervisory experience in a residential setting or in the operation of a 24/7 work environment. Experience working with survivors of domestic violence preferred.
- Master’s Degree in social work, nonprofit management or related field preferred.
- Bilingual (Spanish or Creole) preferred.
- Valid Florida driver’s license. Safe driving record. Proof of Automobile Liability Insurance

Workplace Location(s): Confidential location in Broward County. Position requires some travel within Broward County and occasional travel within Florida for conferences and trainings.

Position Summary: Reporting to the Executive Vice President, the Residential Manager is responsible for overseeing the operations and delivery of emergency shelter services, including crisis intervention and advocacy services to domestic violence survivors and their children. The Residential Manager is responsible for ensuring and providing a safe and empowering environment for shelter participants and for the direct management of residential shift supervisors and staff. The Residential Manager is also responsible for pet shelter operations and the management of all residential grants to ensure compliance with grant requirements.

Essential Job Functions:

- Responsible for the recruitment, hiring, training, management, and professional development of all Residential Department employees.
- Manage the operations of the 24/7, 132-bed emergency shelter, including management of the Department budget, coverage, scheduling, purchasing, participant assistance, inventory, and maintenance of the shelter facilities.

- Oversee the advocacy, case management and counseling services provided to shelter residents and ensure the services meet Agency's quality standards and the standards of the Florida Coalition Against Domestic Violence. Work closely with the Agency's other program managers to coordinate the delivery of services to domestic violence survivors.
- Manage the operations of the 24/7 pets shelter.
- Manage public and private grants related to the emergency shelter, ensuring compliance with program deliverables, requirements, and budgets.
- In collaboration with the Executive Vice President, develop the Department's strategic plan and assist in securing public and private funding for the Department's programs and initiatives.
- Timely completion of all program assessments, data collection, and grant-related reports.
- Serve as a key member of the Agency's Crisis Response Team.
- Develop and conduct staff trainings and obtain credentials to become a Core Competency trainer.
- Serve as a lead and/or primary point of contact for several of the Agency's services and/or initiatives.
- Develop and implement Department policies and procedures.
- Collaborate with community partners on Agency programs and initiatives and represent the Agency throughout the community at meetings and events.
- Other duties and special project as assigned by the Executive Vice President or CEO.

Skills Required:

- Mission-driven – knowledge of and passion for the Agency's mission to end domestic violence.
- Leadership – strong leadership skills with the ability to motivate and manage a large team in a fast-paced environment.
- Communication – strong verbal and written communication skills.
- Collaboration – proactive, energetic, motivated, solution-oriented team player with the desire and commitment to collaborate with team members throughout the Agency. Serve as a lead in collaborative Agency-wide initiatives.
- Problem solving and innovation – ability to proactively identify and analyze challenges and develop creative, innovative solutions to advance the Agency's mission.
- Time management and crisis management – ability to prioritize and meet deadlines while balancing multiple tasks with accuracy and attention to details. Works well under pressure and can lead a team in crisis situations.
- Adaptability – possess a motivated, positive personality, with the ability to learn and adapt quickly to changing needs. Works effectively with a diverse group of staff, participants and stakeholders. Is supportive and empathetic to the needs of domestic violence survivors
- Proficiency in technology – advanced computer database and Microsoft Office software skills (including Word, Excel, and Outlook) and the ability to learn and become a subject matter expert for the Agency's participant database system.

Additional requirements: Employee will be required to take the Florida Coalition Against Domestic Violence (FCADV) Core Competency training and obtain a passing score of 75% or higher.

To Apply: Send cover letter and resume to employment@womenindistress.org.

Women In Distress does not discriminate by reason of race, sex, color, age, national origin, religion, mental or physical ability, sexual orientation, gender identity, veteran or military reserve status, immigration status, or language spoken. All room assignments, activities, programs, etc. are provided in a non-discriminatory manner. Applicants with disabilities who may need accommodations are encouraged to contact Diane Smith, Human Resources Manager at 954-760-9800 ext. 1034 5 days prior to scheduled interview, so that reasonable accommodations may be coordinated.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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