



## Job Posting

2532 N 4<sup>th</sup> St #506  
Flagstaff, AZ 86004  
[www.northlandfamily.org](http://www.northlandfamily.org)

---

**Date:** March 31, 2022  
**Position:** Domestic Violence Shelter Manager  
**Department:** Domestic Violence Shelter  
**Status:** Full Time, Salary Position, Exempt, Benefits Eligible  
**Starting Salary:** \$43,000-\$48,000 Depending on Experience  
**Closing Date:** When Filled - Position is available as of 4/1/2022  
**Benefits:** Health care benefits eligible. Paid initial training. Continued learning environment. 9 paid holidays; 1 birthday holiday; 1 floating holiday. Paid Time Off accrued on hours worked. 403b retirement plan option.  
**Funds:** Subject to Fund Availability  
**Applying:** Email resume to NFHC Executive Director Shaleen Seward: [sseward@northlandfamily.org](mailto:sseward@northlandfamily.org)

---

**POSITION SUMMARY:** Responsible for supervision, scheduling, and training of staff and interns in delivery of program services for NFHC's Domestic Violence Shelter (DVS). Supervises DVS compliance with NFHC Policy and Procedures, Arizona Coalition to End Sexual and Domestic Violence (ACESDV) Service Standards, and funder requirements.

### ESSENTIAL FUNCTIONS / RESPONSIBILITIES

- Participate in interviewing and hiring of DV Shelter staff and interns
- Manage initial new hire training and ongoing training of DVS staff and interns, including collaboration with NFHC Trauma Therapists for DVS staff training in delivery of trauma informed services
- Provide individual and group supervision to DVS Case Manager, Lead Advocate, Advocates, and Interns
- Schedule and manage shift coverage and on-call schedule to ensure 24-hour staffing in shelter
- Provide on-call response on a rotating schedule with the DVS staff team
- Review, approve, and submit DVS staff time sheets for bi-weekly payroll processing
- Review DVS documentation for accuracy per program requirements, including Phone Intakes and Client Intakes
- Schedule, coordinate, and oversee staff facilitation of shelter educational groups for clients
- Facilitate weekly DVS Staff Meetings and participate in weekly Clinical Meetings
- Provide support, information, referrals, and resources to clients in shelter to meet their individual and group needs, including crisis management and mediation
- Assist clients with meeting program guidelines while promoting a trauma informed environment
- Facilitate weekly House Meetings for clients in DVS
- Provide information and referrals to the community regarding NFHC services and other community resources
- Review and update shelter resources and DVS program forms
- Oversee DV Shelter's health, safety, and house management standards; including weekly grocery shopping, cleaning, organizing, and maintaining shelter facilities.
- Maintain contact with maintenance staff and NFHC directors to ensure facilities are safe, secure, clean and in good repair.
- Participate in supervision meetings with NFHC directors and attend other meeting(s) as requested or required
- Complete program reporting and data collection as assigned
- Ability and willingness to provide First Aid and/or CPR to clients and/or staff members if necessary
- Other duties as may be assigned

### KNOWLEDGE, SKILLS, AND ABILITIES – DV Shelter Manager must possess the skills and knowledge necessary to:

- Understand, implement, and demonstrate the values, principles, and ethics of social services practice and NFHC's Mission
- Protect client rights and provide trauma informed services that promote client dignity, independence, individuality, strengths, privacy, and choices
- Protect and maintain confidentiality of client records and information

- Meet unique needs of the client populations served by NFHC, such as individuals who may be victims of domestic violence, family violence, sexual assault, and human trafficking
- Demonstrate assertive, respectful, and effective conflict resolution skills with clients and staff
- Display sound decision-making skills, problem analysis skills, and critical thinking
- Ability to model positive approaches and healthy interpersonal boundaries with clients and staff
- Recognize, prevent, and respond to situations in which a client or person may be a danger to self or others, may be experiencing a crisis, and/or may be experiencing medical emergency
- Ability to understand and implement directions
- Ability to meet deadlines
- Recognize and respond to a fire, disaster, hazard, and medical emergency
- Basic computer skills

**MINIMUM QUALIFICATIONS**

- Bachelor’s Degree in Human Services or Behavioral Health field (ex: Psychology, Sociology, Social Work) or other related field
- At least 1 year work experience in Social Services, Human Services, Behavioral Health, or related field
- Any equivalent combination of experience, training and/or education approved by Executive Director
- Must be at least 21 years of age

**PREFERRED QUALIFICATIONS**

- Master’s Degree in Human Services or Behavioral Health field (ex: Psychology, Sociology, Social Work) or other related field
- At least one-year supervisory and/or program management experience
- Any equivalent combination of experience, training and/or education approved by Executive Director

**REQUIRED CERTIFICATIONS (can be obtained upon hire)**

- Valid Arizona Driver’s License
- Proof of Auto Insurance
- Successful annual TB Test
- Adult, Child and Infant CPR and First Aid
- Fingerprint Clearance Card and criminal background checks
- Any other certification or acknowledgment as may be required by NFHC employees

**WORKING CONDITIONS / PHYSICAL REQUIREMENTS**

- Position requires periods of desk time, as well as periods of mobility
- Position requires the ability to keep pace with clients (Children ages birth to 18, and/or adults)
- Position may require lifting/carrying up to 50 lbs
- Position may require kneeling, reaching, and stooping
- Position requires fluent and effective communication skills with diverse age groups and populations

**REPORTS TO:** NFHC Executive Director

This job description is intended to describe the general nature and level of work being performed. This job description is not intended, nor shall it be construed as, a contract of or for employment, nor is it an exhaustive list of all responsibilities, duties and skills required of staff so classified. Northland Family Help Center reserves the right to amend this job description at any time, with or without prior notice.