

## **Job Description**

### **Domestic Violence Night Manager**

<b>Reports to:</b>	Adult Services Coordinator
<b>Department:</b>	Domestic Violence
<b>Supervises:</b>	Not Applicable
<b>Employment Status:</b>	Part-Time/Full-Time
<b>FLSA Status:</b>	Non-Exempt

### **Position Summary**

The Night Manager is responsible for managing the shelter during evening and overnight hours, maintaining security and assisting clients as needed. The function also performs a variety of clerical duties including typing and filing. Provides crisis intervention to victims of domestic violence. S/he will maintain the highest degree of confidentiality associated with performing the duties of this function. The Night Manager will also maintain, at all times, a commitment to quality service on behalf of the YWCA Sauk Valley. The Night Manager is not a lawyer or medical professional and does not provide legal or medical advice to clients.

### **Primary Job Responsibilities include, but are not limited to:**

#### **Administration**

- Maintains accurate records which objectively reflect service interaction and service delivery;
- Obtains update on the day's activities and on number of individuals in the shelter prior to the departure of previous shift manager;
- Provides incoming staff shelter a detailed reporting of overnight activities, the number of individuals in the shelter and other building-related matters prior to departure;
- Double-checks building security, and ensures that exterior building doors are locked after departing staff, guests and clients exit;
- Remains alert to problems, safety issues and situations involving people or the building, throughout the night, and informs the Crisis Services Director, the Director of Operations, and/or other appropriate parties;
- Manages shelter during evening and overnight hours, ensuring that in-shelter clients abide by shelter rules and regulations;
- Serves as back-up for other night managers;
- Maintains shared work areas;

- Alerts on-call staff when necessary for client transportation or other emergencies and urgent matters.

### Direct Service

- Answers crisis hotline and provides counseling, support, information, referral and assistance as needed;
- Admits eligible women and their children to shelter as needed and completes required intake processes;
- Assists women and children arriving at shelter into bedrooms, providing fresh linens and appropriate personal care items;
- Orients newly arrived clients with shelter area and other relevant parts of building;
- Reviews house and shelter rules with newly arrived clients;
- Completes required departure forms for clients departing the shelter during the shift;
- Assists clients in carrying belongings to and from the shelter as needed;
- Addresses the needs of any overnight in-shelter clients;
- Provides emotional support and crisis intervention for sheltered clients as needed through regular interaction with them.

### **Additional Duties and Responsibilities:**

- Some local and national travel may be required;
- Successful completion of 60 hours of mandatory in-house training

### **Minimum Qualifications:**

- Associate's degree or equivalent; three to five years related experience; or equivalent combination of education and experience;
- Strong organizational and problem-solving, skills;
- Ability to manage competing priorities and workflow;
- Ability to assess levels of emotional distress and respond accordingly;
- Excellent oral and written communications skills;
- *Ability to take initiative and work independently and as part of a team;*
- Demonstrated ability to establish and maintain effective working relationships both internally and externally;
- Availability to work some evenings and weekends;
- A working telephone;
- Access to reliable transportation;
- A desire for continual personal and professional growth and development;
- Commitment to and support of the YWCA Mission.

### **Physical & Mental Demands:**

The position requires sitting, standing, stooping, bending, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise decisions and to respond in an effective and appropriate manner during crisis.

The YWCA Sauk Valley provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status, or any classification protected by federal, state, or local laws.

***YWCA of the Sauk Valley is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.***

*The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description.*

**I acknowledge that I have read, understand and have received a copy of this Position Description:**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date