



DOMESTIC ABUSE PROJECT OF DELAWARE COUNTY, INC.
14 West Second Street
Media, PA 19063

POSITION DESCRIPTION

Mission: The Domestic Abuse Project of Delaware County (DAP) works to prevent domestic violence and empower victims to move towards self-sufficiency.

Title: Assistant Safe House Manager
Classification: Full-time, Salaried, Exempt
Location: Safe House
Supervisor: Manager of Housing and Shelter Services

Purpose:

The Assistant Safe House Manager supports the mission of the DAP by assisting with the management of the Safe House Program, providing safe housing, advocacy, counseling, information, referrals, and other related services to victims of domestic violence residing in the organization's safe house.

The Assistant Safe House Manager position is a full-time (40 hours per week) position. On call Nights, weekends, and holidays to ensure adequate 24-hour coverage of the safe house may be required. The Assistant Safe House Manager supervises the Safe House Case Managers and Safe House Advocates.

Essential Duties:

- Ensure 24-hour staff coverage for emergency safe house shelter.
- Supervise all safe house staff including case managers and advocates.
- Maintain and implement safe house policies and procedures, including safety checks and fire drills.
- Oversee appropriate maintenance of client records.
- Conduct annual performance reviews of all safe house staff.
- Work with Manager of Housing and shelter services and other senior leadership to develop safe house programming.
- Participate in grant monitoring site visits as required.
- Collaborate with other staff delivering programs and services.
- Support answering of hotline, assessing victim needs, and conduct client intakes as needed during shift for families coming into safe house.
- Support conducting of client needs assessments and development of individualized service plans, monitoring and revising as needed.
- Provide case management services and advocacy with other service providers as needed.
- Provide counseling services, both individual and group, as needed.
- Conduct client exit interviews as needed.
- Provide on-call support for safe house staff as needed after hours and on weekends.

- Identify safe house facility needs and communicate them to the Maintenance Technician and Manager of Housing and Shelter services.
- Provide individual and group supervision as well as recommendations for ongoing staff training.
- Work cooperatively with other DAP staff.
- Participate in organizational staff meetings.
- Complete and submit time sheets on time.

Qualifications and Competencies:

- Strong interpersonal and communication skills, including active listening.
- Support effective resolution of complex or sensitive disagreements or conflicts.
- Flexibility to work nights and weekends as needed or in cases of emergency.
- Ability to plan, implement, and manage multiple projects.
- Ability to work with diverse populations and in a multi-disciplinary setting.
- Ability to build constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Ability to build and lead a team of individuals in delivering a trauma-informed response in a potentially high-pressure environment.
- Ability to work well independently, setting high standards of performance for self and assuming responsibility and accountability for successful completion of assignments or tasks.
- Ability to work well with others and uphold a psychologically safe environment and positive Shelter culture.
- Maintain confidentiality and earn respect through consistent honesty and professionalism in all interactions.
- Knowledge of the dynamics of domestic violence, understanding of the social service system, and experience in crisis intervention in a residential setting.
- Combination of education and experience.
- Multi-lingual a plus.

Work Environment:

- Work is primarily performed in secured residential safe house with communal areas as well as an office setting.
- Work may require visits to designated residential Hotel.
- Requires the ability to monitor and observe the activities of residents (adult and child) within the safe house.
- Routine need to move or transport supplies or other equipment, potentially while ascending or descending stairs.
- Ability to provide own transportation.

Other Requirements:

- Successful completion of required organizational training
- Satisfactory Criminal Background Check and other organizationally required clearances

Please sign below:

Print Name

Signature

Date

This position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. The Domestic Abuse Project of Delaware County is an equal opportunity employer. All employment is at will and no employment contract shall be construed from any action, document, or statement of the employer.