

Position Description
Georgia Mountain Women's Center, Inc.
dba Circle of Hope

Position Title: Shelter Program Assistant Manager Supervisor: Program Manager
Department: Direct Service
Status: Full-time Job Classification: Exempt
Hours: 40 hours per week
Position Summary: The Shelter Program Assistant Manager oversees Circle of Hope's Emergency Shelter Program, ensuring efficient operations, compliance with policies and procedures, and high-quality services for domestic violence survivors and their children. This position supports the Shelter Program Manager by supervising staff, overseeing shelter services, and ensuring the implementation of best practices to maintain a safe and supportive environment.
Shelter Operations & Compliance: <ul style="list-style-type: none">• Oversee the shelter's daily operations, ensuring security, confidentiality, and adherence to safety precautions.• Ensure compliance with agency policies, procedures, funding requirements, and health and safety regulations.• Maintain shelter operations and client services guidelines, ensuring alignment with best practices.• Provide oversight of shelter-related records and fiscal reports, ensuring compliance with financial procedures.• Keep the Shelter Program Manager informed of all day-to-day operations and escalate concerns as needed.• Assist in the ongoing development and revision of shelter policies and procedures.
Staff Supervision & Development: <ul style="list-style-type: none">• Supervise, train, and evaluate delegated shelter program staff while fostering a positive, productive working environment.• Facilitate team cohesion and a survivor-centered, trauma-informed approach through reflective supervision, team meetings, and training.• Assist in the recruitment, orientation, and professional development of shelter personnel.• Address staff conflicts following grievance policies and promote professional growth and recognition opportunities.
Client Services & Case Management: <ul style="list-style-type: none">• Deliver case management, advocacy, crisis counseling, and support services to a caseload of shelter residents.• Ensure service delivery is consistent, survivor-centered, trauma-informed, empathetic, and aligns with agency values.• Maintain accurate and timely client records in compliance with agency and funder requirements.• Ensure proper documentation of all client services in statistical databases as required by funders.• Facilitate conflict resolution among shelter residents and staff.• Ensure the grievance process is observed and clients' rights are protected.• Notify the Shelter Program Manager of any escalated client grievances or concerns.• Provide shift coverage and on-call assistance for emergencies when necessary.• Implement emergency procedures when required and notify the appropriate management.• Answer the crisis line, providing effective support and information to callers.

Other:	
<ul style="list-style-type: none"> • Work with the Shelter Program Manager and other staff to develop partnerships and collaborations with community stakeholders. • Maintain confidentiality of all management and client-related issues. • Approve participant financial assistance requests following purchase order procedures and review/approve staff timesheets for payroll. • Participate in staff development opportunities, including attending conferences and meetings. • Assist with special events as delegated by the supervisor. 	
Education:	
<ul style="list-style-type: none"> • Bachelor’s degree in social work or related social service field and three+ years of proven experience in a non-profit setting, including management and leadership responsibilities. 	
Qualifications:	
<ul style="list-style-type: none"> • Extensive experience in social service delivery with a strong understanding of domestic violence dynamics, victim-centered services, empowerment philosophy, and trauma-informed care. • Minimum of three years of successful management experience in a social service setting, with at least three years in a supervisory role related to domestic violence and/or sexual assault programs. • Proven ability to foster a positive organizational culture that promotes teamwork and collaboration. • Excellent interpersonal skills with the ability to inspire, motivate, and work collaboratively with others. • Strong problem-solving, time management, and organizational skills to effectively manage multiple responsibilities. • In-depth knowledge of domestic violence and/or sexual assault issues, including familiarity with Georgia laws, victim resources, and rights. • Commitment to aligning with Circle of Hope’s philosophy and ensuring adherence within program operations. • Proficiency in Microsoft Word and Excel with strong written communication and documentation skills. • Exceptional attention to detail and a commitment to accuracy. • Availability to respond to emergencies outside of business hours. • Flexibility to work a variable schedule as needed. 	
Statement of Understanding:	
<p>I have read the above job description, which contains the essential functions of this position, and understand that management reserves the right to modify this position at any time. I understand the job’s confidentiality and work requirements and agree to accept and carry out these responsibilities and other duties as assigned. I understand that this job description does not constitute an employment contract with Circle of Hope.</p>	
Employee	Date