



Morning Star Sanctuary, a biblically-based organization that exists to provide refuge for victims of domestic violence and their children consistent with AGAPE's Mission and Statement of faith, is now hiring for the following position:

**Position Title: Shelter Supervisor**

**Reports to: Residential Program Manager**

**Shift: Monday- Thursday (40 hours); evening & weekend on-call rotation**

**Purpose:** To provide service management, advocacy, support, crisis intervention, safety planning, assessments, and follow-up services to survivors of domestic violence and their families.

**Duties and Responsibilities:**

**Direct Services:** Provides assessments, advocacy, safety planning, crisis intervention, and community resources to survivors of domestic violence and their families. Works directly with victims to determine areas of need, set goals, and develop a service management plan. As needed/assigned, facilitates support/education groups for victims. Attends trauma-informed trainings and/or staff meetings provided monthly (required to attend six trainings/meetings per year).

**Administrative:** Answers phones (hotline or crisis calls), assists victims with required paperwork and program intake. Provides information, linkage, and referral with service providers. Provides administrative team support.

**Reporting:** Documents client interactions and crisis interventions into database software. Communicates shift details with Residential Program Manager. Provides Operations Manager with monthly program statistics for grant reporting purposes.

**Supervision:** Supervises full-time and part-time shelter advocates assigned by Residential Program Manager, delegates shift responsibilities and needs to assigned shelter advocates, and assists Residential Manager in decision making process when assessing suitability for clients in the shelter. Provides input to Residential Program Manager regarding policy and procedural changes. Meets every other week with assigned shelter advocates to provide feedback and instruction, communicate policy and procedural changes, and answer any job-related questions. Oversees operation and maintenance of sixteen shelter beds in coordination with Residential Program Manager, Operations Manager, and case managers.

**Qualifications:**

Must be a competent professional with excellent interpersonal and communication skills, maintain confidentiality, ability to take initiative, conflict management, culturally sensitive, team focused and collaborative, and ability to clearly/objectively document information.

**Qualifications include:**

- BA/BS in human service field or equivalent training and work experience
- Experience in crisis intervention and working with victims of domestic violence preferred
- Experience in management and possesses leadership skills
- Team player with strong decision-making skills
- Proficient in MS Office

**AGAPE's Purpose:**

In accordance with AGAPE's Mission and Purpose, all staff of AGAPE and any program of AGAPE will be an active member of a local church and serve in harmony with AGAPE's Statement of Faith signed annually by all those who provide services on behalf of AGAPE.

To apply, please submit a cover letter and resume to [opportunities @ agapenashville.org](mailto:opportunities@agapenashville.org).

*No person on the grounds of race, color, national origin, disability, age, religion, or sex shall be excluded from participation in, or be denied benefits of, or otherwise be subject to discrimination of services, programs, or employment provided by AGAPE and its contracted agencies except as allowed by federal law.*