



Position Title:	Shelter Manager
Reports To:	Advocacy Services Manager
Department:	Programs & Services - Shelter
Status:	NON-EXEMPT – HOURLY
Schedule:	40 hours per week; 5 days a week, including occasional evenings and weekends. Specific schedule will be agreed upon with your supervisor. Hours to be completed on-site at Raphael House's confidential location.
Salary Range:	<p>\$28.04 - \$30.89 per hour, depending on experience (above \$29.81 per hour reserved for those who exceed Qualification criteria for position); additional \$.50 per hour offered if bilingual in English and Spanish.</p> <p><i>Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid monthly.</i></p>
Benefits:	Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual Employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive resources; and extensive professional development opportunities.



Position Summary:

Under the supervision of the Advocacy Services Manager, the Shelter Manager is responsible for daily implementation of safe, high-quality services at our emergency shelter – which is in a confidential location and provides refuge for up to 36 domestic violence survivors and their children at any given time. This position provides supervision and assistance to all Advocate staff on the shelter team, who work together to offer 24/7 support to residents and callers on our hotline.

Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. There is also no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share the transferrable skills, experiences, and qualities you bring to the table!

About Raphael House:

For 45 years, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 1,800 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs continue supporting families every step of the way as they go on to build safe futures free from abuse. We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

You'll love working with us because:

- Our employees voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon 7 times! In 2021, we placed 10th amongst medium-sized agencies. We were also named one of the 100 Best Green Workplaces in 2021 and 2019.



- [Diversity, equity, inclusion, and accessibility are a priority here.](#)
We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.
- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend.
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, a meditation and gentle movement group for staff (paid time), and so much more.
- We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.
- You get to take part in life-changing and life-saving work and help create a world without violence!

Essential Shelter Manager responsibilities:

- Ensures consistent, trauma-informed, inclusive, and high-quality service for all emergency shelter residents and 24-hour hotline callers through implementation of our [Engagement Model](#), and by utilizing [Assertive Engagement and PBIS](#) (Positive Behavior Interventions and Supports) methods.
- Supervises all Shelter Advocate staff using trauma-informed best practices. Provides individualized guidance and support, maintaining a team focus and ensuring mission-driven work while mitigating secondary trauma. Helps the team with prioritizing individual and shared tasks, and in developing strong advocacy skills by creating a positive learning environment, paired with clear expectations and consistency.
- Encourages and maintains a highly collaborative environment, looking for opportunities to engage other team members and staff. Open to feedback and opposing views.
- Manages and supports individual staff performance through weekly supervision meetings, case management and file



review, and team meetings. Helps set attainable goals, align objectives to best practices, and provide ongoing feedback to support employee development.

- Onboards, trains, and supports Shelter Advocate staff regarding Raphael House policies and procedures including agency philosophies around diversity, equity, and inclusion; trauma-informed care; and our empowerment and strengths-based approach.
- Schedules the Shelter Advocate team to ensure 24/7 staff coverage and seamless crossover of staffing.
- Provides back-up support to Shelter Advocate staff – typically by phone, though this may require coming on-site as necessary. Supports with hotline coverage as needed.
- Facilitates weekly Advocate Team Meeting and other relevant advocacy meetings. Promotes daily team check-ins and cross-program communication and coordination.
- Collaborates with the Advocacy Center Coordinator and other Program Coordinators to ensure survivors receive seamless and consistent support from all Raphael House programs.
- Collaborates with the Facilities department to ensure prompt room turnover and overall Shelter safety.
- Helps manage challenging situations within the Shelter environment while modeling ethical communication and unconditional positive regard (fully non-judgmental support and acceptance). Offers opportunities for staff to shadow difficult conversations with participants when appropriate.
- Fosters a supportive, positive environment that is rooted in our agency mission and values.
- Participates in the evaluation, implementation, and update of current Shelter policies and procedures.
- Responsible for maintaining internal paperwork updates as needed and assigned.
- Conducts regular reviews of Shelter case files and ServicePoint (county database) records, and quarterly file audits. Provides ongoing feedback to Advocate team and helps maintain consistent case management standards. Consults regularly with



the Advocacy Services Manager to ensure shelter participant files are up-to-date, accurate, and survivor-centered.

- Helps manage client assistance funds allocated to Shelter.
- Supports Shelter staff in following internal financial processes, including accurate authorization and documentation of expenses, completion of necessary paperwork, etc.
- Oversees and supports day-to-day programmatic record-keeping.
- Attends and participates in monthly All Staff and other Raphael House meetings.
- Attends appropriate Shelter Manager meetings in the community.
- Other duties as assigned.

Supervisory responsibilities:

Bilingual Primary Advocate (1 FTE), Primary Advocate (1 FTE), Housing Specialist (1 FTE), Overnight Advocates (2.25 FTE), Youth and Family Advocates (2 FTE), and On Call Advocates (varies).

What we ask of all candidates:

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An existing understanding of – and/or a desire to learn more about – the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.
- Ability to maintain the confidentiality of our location and survivors.
- Interest in working with, supporting, and advocating for adults and children who are survivors of domestic violence and have experienced trauma.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Flexible and able to prioritize multiple tasks and deadlines.



- Ability to work independently and collaboratively with others, including with team members, staff, volunteers, and community partners.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children and in dealing with uncomfortable situations and conversations.
- Ability to maintain a calm and positive demeanor under stress and in our community living environment.

Qualifications:

- Prior experience supervising multiple personnel required. At least three years of experience highly preferred.
- DV experience highly preferred.
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.
- Bachelor's degree in social work, public health, education, or related field OR equivalent work experience, lived experience, or education.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Previous work in a shelter or community-living setting preferred but not required.
- Knowledge of local community and social services resources preferred but not required.
- Ability to provide occasional evening and weekend emergency shelter coverage in the event that alternative coverage cannot be arranged.
- Proficient with Microsoft Office Suite (specifically Word, Excel, and Outlook) and ability to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by Executive Director OR expectation that training will be completed within 30 days of employment (provided internally).
- Prior completion of [Assertive Engagement and PBIS](#) (Positive Behavioral Interventions and Supports) training, OR expectation that training will be completed after employment (provided internally).



- Ability to read, write, and understand English.
- Current valid driver's license and safe driving record.
Willingness to operate agency vehicles, as needed, and ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities.
- Ability to lift up to 40 pounds consistently and be active with young children.

Work Environment:

This position will work in a traditional but fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions, and while wearing a face covering whenever in community spaces or around others. Must be able to move throughout our building, partner agency locations, and other sites, lift up to 40 pounds consistently, be active with young children, and operate a vehicle, as needed. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

To apply:

Please submit a cover letter, resume, and completed Raphael House employment application form (found on our website at the link below) to Bethany Katter, Advocacy Services Manager, at bkatter@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5128.*

Download our employment application form from our website at <https://raphaelhouse.com/employment-opportunities/>.

Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.



COVID-19 Safety:

We are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations.

Raphael House of Portland is an Equal Opportunity Employer

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

