



Shelter Director

Reports To: Executive Director

Classification: Full-Time, Salary Exempt

The Shelter Director generally works Monday–Friday, 9:00 a.m.–5:00 p.m., with a flexible schedule based on program needs. The Director provides on-call support as needed and ensures the shelter maintains continuous 24/7 coverage for residents.

Compensation for this position is \$49,000-\$55,000, depending on experience. Benefits include holidays, paid time off, health, dental, vision, and life insurance, and a retirement plan option with employer contribution.

Position Summary:

The Shelter Director provides leadership, supervision, and oversight of residential program operations, inspiring confidence in survivors and staff alike, while ensuring trauma-informed, client-centered services for survivors of domestic and sexual violence in accordance with MOCADSV standards.

This role supervises staff, ensures compliance, maintains documentation, and supports safe shelter operations in accordance with agency standards. The position requires a balance of direct advocacy, operational management, staff supervision, and compliance oversight within a 24-hour residential setting.

Essential Duties and Responsibilities:

Direct Client Services & Advocacy

- Provides and directs crisis hotline services, safety planning, crisis intervention, intake/exit services, court advocacy, emergency response, transportation, and life skills support.
- Maintains and reviews case files, progress notes, action plans, follow-up plans, and safety plans.
- Uses a trauma-informed approach to provide client-centered advocacy.
- Seeks and coordinates community resources to meet residential client needs.
- Participates in weekly case management meetings to review client progress.
- Ensures services align with the agency's mission, policies, and the Missouri Coalition Against Domestic and Sexual Violence (MCADSV) service standards.

Residential Program Operations

- Oversees day-to-day residential program operations.
- Ensures proper maintenance, safety, and upkeep of residential facilities.
- Provides or delegates staff coverage to ensure 24-hour residential and hotline operations, including holidays and on-call responsibilities.



- Ensures direct services are delivered in accordance with the agency's mission, policies, and procedures.
- Implements and enforces organizational policies and service standards.

Staff Supervision & Leadership

- Supervises Shelter Support Staff.
- Coaches, trains, and evaluates staff performance, fostering a supportive environment that values growth and dedication.
- Maintains accurate documentation related to staff supervision and performance.
- Facilitates residential staff meetings and participates in in-service training.
- Participates in onboarding and orientation of new residential staff and volunteers.
- Oversees payroll, timesheets, time adjustments, and PTO requests.

Data Management & Compliance

- Gathers, calculates, and maintains monthly service statistics required by funding sources.
- Ensures accurate documentation of services provided.
- Maintains compliance with grant, funding, and regulatory requirements, reinforcing the importance of integrity and purpose in the role.
- Upholds confidentiality, documentation integrity, and client safety standards.

Personal Attributes

- Demonstrates leadership, diplomacy, and sound judgment.
- Maintains professionalism, confidentiality, and integrity.
- Exhibits empathy and commitment to survivor-centered services.
- Values transparency and effective communication with staff and community partners.
- Demonstrates innovation, initiative, and dedication to advancing the agency's mission.

Qualifications

- Bachelor's degree in Psychology, Human Services, or related field; equivalent experience will be considered.
- Minimum 3-5 years of experience in domestic violence, sexual violence, crisis services or residential programming.
- Minimum 2 years of supervisory or program management service
- Experience working in trauma-informed, survivor-centered service environments.
- Crisis intervention, advocacy, and problem-solving skills.
- Strong written and oral communication skills.
- Strong documentation skills and attention to detail.
- Ability to work effectively with individuals from diverse ethnic, racial, and socioeconomic backgrounds.
- Ability to work independently while collaborating with leadership, staff, and community partners.