**YUROK TRIBE-JOB DESCRIPTION**  
Manager – Victim Service Shelter

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Victim Services Shelter Manager</th>
<th>Job Grade</th>
<th>9/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
<td>Tribal Court</td>
<td>Location</td>
<td>Klamath/Crescent City</td>
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<tr>
<td>Reports To:</td>
<td>Court Director</td>
<td>FLSA Status</td>
<td>Exempt</td>
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</tbody>
</table>

**POSITION SUMMARY:**

Under the supervision of the Court Director the Victim Services Manager will implement, oversee, and coordinate all aspects of the Family and Domestic Violence Shelter Program. The Manager will be familiar with topics related to Domestic Violence, Sexual Assault, Dating Violence, Stalking and related emergency shelter services. The Manager will be responsible for providing and ensuring coverage for the family and domestic violence shelter as well as providing advocacy and support to shelter residents.

**DUTIES AND RESPONSIBILITIES:**

1. Maintain records and information on shelter project activities and residents. Mediate interpersonal problems between shelter residents. Make regular rounds to ensure residents and areas are safe and secure. Facilitate weekly support group activities with shelter residents.

2. Prepares a variety of curriculum and outreach material for the facilitation of the shelter program, including training materials, forms, booklets, and policy and procedural manuals.

3. Attend department meetings and other required meetings and trainings as needed to engage the community and outside agencies in Family and Domestic Violence prevention and service education among tribal members and the surrounding community.

4. Disseminate information and referrals to community resources for shelter residents in regards to counseling, medical care, legal assistance, emergency funding, and/or other applicable resources.

5. Prepares for a response to emergency situations, which may include: training volunteers for response; performing crisis intervention at emergency situations including at crime scenes, hospitals, or at the Police Station.

6. Manage a caseload and provide advocacy for residents, which includes: receiving and documenting cases. Assists residents with housing and related expenses including clothing, food, household items, relocation expenses, rental unit fees, transportation, utilities and other related items. Provide a variety of miscellaneous services including: escorting residents to court hearings and trials; explaining the criminal justice process; facilitating the completion of reports by residents; assisting officers with residents too traumatized to make a statement; consulting on difficult or unusual cases; and/or, performing other related activities.

7. Assist with requests for emergency orders of protection. Coordinate the distribution of paperwork to applicable parties and assists residents in seeking long-term orders. Forwards applicable paperwork to appropriate internal departments for processing and maintenance.

8. Work closely with local law enforcement and Yurok Tribal Police to assist in the administrative aspects of DV/SA investigations and safety of shelter residents. Collaborate with Yurok Child Welfare for services, including the report of child abuse, providing information and assistance, and participating in applicable team staffing.
YUROK TRIBE-JOB DESCRIPTION
Manager – Victim Service Shelter

9. Develop requests for bids, initiate contracts for service providers and monitor contractors work and expenditures.

10. Compile monthly and quarterly reports to the US Department of Justice Office of Violence Against Women, Administration of Children and Families Family Violence Services, and other program information as needed.

11. Perform the full range of supervisory duties and responsibilities for subordinate staff. Provide training to program staff and volunteers prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that staff & volunteers follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.

12. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Performs the full range of supervisory duties and responsibilities. Plans work of subordinates based on priorities, nature of assignment, and capability of employee. Develops work performance plan and evaluate performance of subordinates. Provides advice, instruction and guidance to subordinates on work matters. Effect minor disciplinary actions. Determine developmental or training needs of subordinates. May be required to oversee and direct the work of volunteers and/or interns.

MINIMUM QUALIFICATIONS:

- Knowledge of Protective Orders and Emergency Orders of Protection.
- Knowledge of social work practices.
- Knowledge of ethical work practices.
- Knowledge of victim’s rights and advocacy techniques.
- Knowledge of caseload management principles and practices.
- Skilled in providing crisis intervention.
- Skilled in managing and administering grants.
- Skilled in managing contracts.
- Skilled in showing empathy.
- Skilled in developing and facilitating training sessions.
- Skilled in managing a caseload.
- Skilled in preparing a variety of business correspondence and documentation.
- Skilled in reading, interpreting, applying, and explaining laws, rules, regulations, policies, and procedures.
- Skilled in preparing clear and concise reports.
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines.
- Skilled in maintaining sensitive and confidential information.

PREFERRED QUALIFICATIONS
YUROK TRIBE-JOB DESCRIPTION
Manager – Victim Service Shelter

- Tribal court experience.
- Knowledge of the Indian community, its organization, and needs.
- Proficient in operating various computer-based programs (i.e., MS Word, Excel, etc.)
- Ability to communicate effectively, both verbally and in writing at various levels of interaction ranging from individuals, community-based organizations to government entities.
- Indian Preference.

EDUCATION/EXPERIENCE:

Grade 9 – Bachelor’s degree in Social Work, Psychology, Mental Health, Child Development or a closely related field from an accredited college and a minimum of two years of administrative and supervisor experience in a closely related field.

Grade 10 – Master’s degree in Social Work, Psychology, Mental Health, Child Development or a closely related field from an accredited college and experience of administrative and supervisory work experience in a closely related field.

Equivalent combinations of education and experience will be considered for this position.

CONDITIONS OF EMPLOYMENT:

1. All applicants are subject to the Tribe’s Drug and Alcohol Policy including pre-employment screening.
2. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
3. Must have a CDL and a clean driving record.
4. Must pass a comprehensive background check.
5. LANGUAGE SKILLS:
   Must have the ability to read, write and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
6. REASONING ABILITY:
   Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. With ability to deal with problems involving several concrete variables in standardized situations.
7. PHYSICAL DEMANDS:
   While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 20 pounds.
8. VISION REQUIREMENTS:
   - Close vision (clear vision at 20 inches or less).
   - Color vision (ability to identify and distinguish colors).
   - Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).

2021 (RS)
YUROK TRIBE-JOB DESCRIPTION
Manager – Victim Service Shelter

- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

I, _________________________________ (print name), acknowledge receiving a copy of this job description. I also understand that, as an employee, I am expected to perform my assigned duties, to read and abide by all Yurok policies and procedures—personnel, vehicle usage, procurement, etc. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

____________________ _______________________
Employee Signature      Date             Employee #

____________________ _______________________
Supervisor Signature    Date