



Director of Shelter Services

Full-time/Benefits Eligible

Bilingual Preferred

Monday through Friday 8:30 am to 5:00 pm *

Annual Salary: \$75,000 (not negotiable)**

**Flexibility is required to work outside of regular business hours, including on-call responsibilities and availability to respond to emergencies or time-sensitive matters as needed.*

***Bilingual differential pay is available.*

PLEASE NOTE: If you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

Emerge Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

POSITION OVERVIEW

The Director of Shelter Services oversees the delivery of domestic abuse services within Emerge's emergency shelter and hotel program across day and overnight shifts. This role holds responsibility for the quality, consistency, and integrity of service delivery in a 24/7 residential environment, ensuring services are trauma-informed, equity-centered, and aligned with Emerge's values.

The position provides leadership and supervision to direct service staff, supports continuity of care for participants during critical transition periods, and maintains an active pulse on the shelter environment to promote safety, dignity, and healing. The role works closely with crisis services and facilities partners to address risk, health, and system needs while ensuring compliance with regulatory, legal, and funding requirements.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Commits to upholding the agency's mission, vision, community guidelines and values of safety, liberation, responsibility & repair, love, innovation, and joy. We value diversity, inclusion, equity, and belonging in all that we do
- Engage in radical service to, and acceptance of, staff and participants as they are by committing to showing up with integrity and love and encouraging all to use their power to affect change

- Commits to creating and maintaining a safe, equitable, trauma-informed, and healing work environment for all participants and staff members
- Commits to a culture of understanding how our collective actions affect participants' efforts to regain their independence and rebuild their lives
- Assess potential crisis situations responding to, and accurately documenting, in an equity-centered and trauma-informed manner while notifying appropriate personnel as soon as possible
- Follow all protocols and practices of Emerge programs, as well as all city, county, state, and federal rules
- Displays an ability to identify problems and generate a range of solutions utilizing creativity, collaboration, open communication, and critical thinking skills
- Maintains confidentiality of shelter sites and information pertaining to all staff, participants, and visitors.
- Dedicated to personal development, furthering knowledge, services, and approaches to better meet needs of participants and staff
- Strives for innovation incorporating new tools, practices, and mindsets that support relationship building, rest, restoration, and healing; not only for collective liberation but also for our individual wholeness, freedom, and ability to thrive
- Attend all meetings and trainings as required

RESPONSIBILITIES COMMON TO ALL LEADERSHIP POSITIONS

- Ensures programs and services support the vision, mission, values and philosophy of the agency
- Supports and actively builds a collaborative culture that values mutual respect, partnership, learning, trust, and fairness
- Promotes an organizational culture that embraces diversity and the fair and respectful treatment of all persons as a core value guiding strategic planning, program implementation and evaluation, staffing and internal and external relationships
- Functions in accordance with standards set forth in contracts and agency policy
- Identifies and incorporates best practices and lessons learned
- Maintains positive and accurate flow of communication
- Manages program budgets and ensures funding expectations are met
- Stays abreast of current domestic abuse information and applicable laws and regulations
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Directors must maintain a continual pulse on the goings-on in their areas of responsibility

ESSENTIAL DUTIES

Service Delivery Leadership and CTI Oversight

- Leads and oversees all domestic abuse service delivery in the emergency shelter and hotel program across day and night shifts, ensuring services are trauma-informed, equity-centered, survivor-driven, and aligned with the Critical Time Intervention (CTI) model
- Ensures consistent, high-quality implementation of CTI case management practices, including intake, assessing basic needs and goal setting, housing strategy and planning, and continuity of care across shelter and hotel settings
- Coordinates and oversees individual, group, and nutritional services provided to participants, ensuring programming supports safety, stabilization, healing, and long-term housing and life goals
- Maintains a continual, relational understanding of the shelter environment, identifying patterns, emerging needs, and systemic challenges that impact participant well-being and service effectiveness

Staff Supervision, Development and Support

- Supervises and supports Specialists, Case Coordinators, and Life Skills/Nutrition Case Coordinators, providing values-based leadership, and reflective supervision
- Provides coaching, mentoring, and "in-the-moment" guidance to staff to strengthen trauma-informed practice, reinforcing shared expectations, and responsive decision-making in a residential environment

- Ensures staff are equipped to work respectfully within participants' living spaces, recognizing shelter as both a service setting and a temporary home
- Fosters a supportive, growth-oriented team culture that prioritizes staff well-being, accountability, and alignment with Emerge's mission, values, and equity commitments

Shelter Environment and Continuity of Care

- Maintains a pulse on the emotional, relational, and cultural climate of the shelter and hotel programs, identifying early signs of distress, burnout, conflict, or systemic strain among participants and staff
- Serves as a key connector across day and night shifts, supporting continuity of care through communication, observation, staffing, and shared understanding of participant and staff needs
- Elevates participant voice by gathering and responding to informal and formal feedback, using insights to improve services and reduce harm before concerns escalate to grievances
- Works closely with the Director of Crisis Services and Facilities team to address environmental factors that impact service delivery, while remaining focused on participant experience and care

Risk Management and Participant Safety

- Oversees and responds to service-related risk and concerns in shelter and hotel programs in accordance with agency policy, providing guidance to staff and escalating issues as appropriate
- Supports staff in identifying participants who require additional observation or intervention due to elevated risk, transition stress, health concerns, or safety needs
- Communicates significant service-related risks to leadership and collaborates on coordinated responses that prioritize dignity, safety, and least-harm approaches
- Responds to communicable illness concerns within the shelter by guiding trauma-informed service adjustments, supporting staff in consistent protocol implementation, and ensuring participant safety, dignity, and continuity of care in collaboration with Crisis Services, Facilities, and leadership

Collaboration, Compliance & Administrative Oversight

- Collaborates with leadership and community partners to ensure coordinated, responsive services that support participant stability and access to resources
- Ensures accurate, timely documentation of participant services in ClientTrack and other required systems and maintains compliance with legal, regulatory, contractual, and funding requirements
- Prepares and submits required program data, documentation, and outcome information
- Participates in hiring, onboarding, training, supervision, coaching, and performance development of staff, interns, and volunteers assigned to shelter and hotel programs
- Maintains appropriate supervisory documentation related to performance, attendance, coaching, corrective action, and Performance Development Plans in coordination with Employee Services
- Recognizes and communicates potential FMLA, ADA/accommodation, leave, or other employee-relations needs to Employee Services and implements approved plans or actions within the program.

Availability & Agency Leadership

- Maintains a flexible schedule, rotating shifts and days on site as needed to ensure effective supervision and support across all service hours
- Participates in on-call rotation and responds to urgent service-related needs after hours as required
- Works collaboratively with agency leadership to address programmatic challenges, improve service quality, and support agency-wide alignment and learning

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least four (4) years of work, professional or life experience (personal), in the following areas:

Note: Emerge recognizes that the required skills and knowledge needed to provide support to those harming their partner and family members can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added

foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.

- Experience in program oversight and staff supervision in a non-profit setting
- Experience designing staff development goals and training
- Experience supervising staff in the delivery of services related to gender-based violence
- Demonstrate knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Experience of individual or organizational work to support and advocate for survivors of gender-based violence; understanding and supporting families
- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Knowledge of the impact of trauma and lived experiences and the interface with how program participants request and receive support in a non-profit setting
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Demonstrate a trauma-informed understanding and practice in working with trauma-based reactions/behavior (particularly during escalated situations/conversations) that prioritizes remaining grounded and not reacting out of fear or punitive intention
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least **6 years** of lived/life experience (personal), work or professional experience in the required areas

- Bilingual (English/Spanish)

OTHER REQUIREMENTS

- Ability to obtain fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time
- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to twenty-five pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate. The employee is occasionally exposed to a variety of conditions at client sites
- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines
- While performing the duties of this job, the employee may be exposed to fumes or airborne particles, moving mechanical parts and vibration. This position requires infrequent exposure to outside weather conditions

Emerge is an equal opportunity employer.

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