



Dove, Inc., established in 1970, is a multi-program social service agency working to meet unmet needs and to find solutions to social injustices.

Dove, Inc. | 302 S. Union, Decatur, IL 62522 | doveinc.org | dove@doveinc.org

Domestic Violence Program

Shelter Operations Supervisor Job Description

GENERAL RESPONSIBILITIES

The Shelter Operations Supervisor is responsible for provision of services to victims of domestic violence and their children that receive services through Dove's Domestic Violence Program. This position is full-time. This position is supervised by the Domestic Violence Program Director.

EXAMPLES OF WORK

- Supervises 1st shift of Shelter Advocates.
- Oversees all non-monetary Shelter donations.
- Oversees all food services for Shelter residents.
- Oversees Shelter Security system.
- Oversees Shelter supplies.
- Co-Facilitate Domestic Violence 101 groups.
- Provides direct services to clients (completes intakes on non-residential/residential clients; answers hotline as needed; provides counseling, case management, assistance in orders of protection, crisis intervention & referrals to clients).
- Documents services provided according to program standards.
- Advocates for clients with other service providers as needed.
- Provides On-Call services within the rotation of domestic violence staff.
- Attends and participates in required Dove and Domestic Violence Program meetings.
- Attends/participates in agency and program events.
- Performs other duties as required to ensure effective operation of the program.

QUALIFICATIONS

Candidates should have at least one year of successful experience in human services, either as employment or as a volunteer. An academic degree in a related field will be considered in lieu of experience. The Shelter Operations Supervisor should be familiar with the causes and consequences of domestic violence and should have the ability to deal effectively with crises. S/he should also be reliable, sensitive, and emotionally mature.

The Shelter Operations Supervising Coordinator must be an IL Certified Domestic Violence Professional or obtain such status within one year of employment.

Domestic Violence Program

Shelter Operations Supervisor Job Description

page 2

Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities. A valid driver's license and insurance is required. Prior to employment, all employees are subject to background screenings as required by program grants and the Dove, Inc. Personnel Policy. These screenings may be updated periodically.

SALARY AND BENEFITS

The introductory salary is \$38,000 - \$45,000 annually. Raises are provided annually based on merit and availability of funding. Fringe benefits include paid holidays, up to 19 paid leave days per year, health insurance (30 hours per week or more), life insurance & disability insurance (25 hours per week or more), direct deposit, matching retirement fund, and an Employee Assistance Program.

WORK CONDITIONS AND ENVIRONMENT

The Shelter Operations Supervisor works in the domestic violence shelter facility. This position is full-time. Hours may vary and may include weekend, evenings, and holidays. This position is subject to the requirements of the Fair Labor Standards Act.

DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER

Revised 4/2024