



Job Title: Shelter Manager
Reports To: Chief Executive Officer
FLSA Status: Full-time, Exempt
Department: Emergency Services

SUMMARY

Responsible for the day-to-day operations of YWCA ALIVE Emergency Shelter and 24-hour crisis line services. Supervises shelter advocates, volunteers and interns to ensure that clients' and crisis line advocacy needs are identified, prioritized, and appropriate referrals for other resources are made.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Train and supervise shelter advocates, and related volunteers and interns.
- Assist in the development and implementation of shelter program policies and procedures
- Responsible for the collection and management of all shelter client and crisis line data
- Ensure that program goals, outcomes and deliverables are met
- Responsible for data entry and contracts and grant reporting
- Coordinate monthly staff schedule for the shelter; provides emergency coverage of uncovered shifts as necessary
- Maintain certification as an Address-Confidentiality Program Assistant.
- Represent YWCA Kitsap County in community related efforts to improve the community's response to domestic violence and victims' needs
- Coordinate with other staff to plan and facilitate domestic violence advocacy trainings
- Is a member of the YWCA Management Team and attends and participates in weekly team meetings; actively participate in strategic decision making, budget planning and management, and long-term sustainability efforts
- Perform other duties as assigned in support of the organization's mission and programs

OTHER KNOWLEDGE, SKILLS AND ABILITIES

- Ability and willingness to work with survivors of trauma, domestic violence, and sexual assault
- Ability to lead and manage a team
- Ability to read, analyze, and comprehend simple legal documents and supporting documentation, court regulations, safety rules, operating and maintenance instructions, and procedure manuals
- Excellent computer skills
- Ability to effectively present information and respond to questions from members of the court, law enforcement community, clients, and the public.
- Ability to effectively deal with crisis situations and apply agency policies and procedures to varied situations
- Commitment to YWCA vision, mission and value; and to work effectively with diverse people.

SUPERVISORY RESPONSIBILITIES

This position has supervisory responsibilities for all shelter advocates, related volunteers, and interns.

REQUIRED EDUCATION and EXPERIENCE

Bachelor's degree (BA) from a four-year college or university or equivalent combination of education and experience.

- Two to three years of experience providing advocacy to victims of domestic violence within a domestic violence program; and
- Three years of practical experience in the provision of shelter and housing services; and
- A minimum of 30 hours of training on domestic violence issues and advocacy within three years prior to being hired as a supervisor.

YWCA supervisors must maintain a minimum of 30 hours continuing education victim services training and 5 hours of leadership/supervisor training, annually.

OTHER QUALIFICATIONS

- Acceptable State Patrol Criminal History Record
- Must have the ability to transport self in and around Kitsap County, if that includes driving your own vehicle then must possess current and valid Washington State Driver's license as well as vehicle insurance per Washington State Law.
- CPR & First Aid Certification (or ability to obtain within 60 days of employment).

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit, talk, and/or actively listen. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

YWCA Kitsap County is an Equal Opportunity Employer

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