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Staff Signature

\_\_\_\_\_  
Date

**TITLE:** Director, Shelter Services – Round Rock  
**CLASSIFICATION:** Regular, FT, Exempt

**SUPERVISOR:** VP, Client Services  
**DEPARTMENT:** Client Services

**FUNDING:** Grant Dependent

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**ESSENTIAL FUNCTION:** Oversee the shelter operation, including personnel, facility, and delivery of trauma-informed services, ensuring a safe, secure, healing, and sanitary environment for clients during their stay.

**DUTIES AND RESPONSIBILITIES:**

- Maintain open, honest communication with others and work to fulfill the agency’s mission, vision, and philosophy. This includes attending and active participation in regularly scheduled team meetings.
- Provide non-clinical supervision to direct service team members. This includes, but is not limited to, hiring, training, modeling, and evaluating direct service staff; approving leave requests; exploring policy questions/conflicts; and resolving ethical dilemmas.
- Foster a collaborative and supportive team environment.
- Ensure all client services remain available and accessible to clients, and that said services are used to the maximum extent possible, as well as making sure clients’ needs are met in an appropriate, non-discriminatory manner.
- Ensure residents receive high-quality case management, counseling, and advocacy services.
- Maintain confidentiality and uphold residents’ rights.
- Ensure comprehensive shelter coverage through effective hiring, staffing, and scheduling.
- Ensure adherence to all local, state and federal residential services policies and guidelines, including but not limited to, health and safety standards, staff qualifications, emergency preparedness, and reporting and documentation.
- Ensure an adequate level of housekeeping to provide a clean and safe environment for residents, reporting any needed repairs. This includes organizing closets and pantries, sorting donations, and readying rooms or empty beds for new clients.
- Immediately address maintenance issues by reporting such issues to the VP of Administrative Services, and VP of Client Services, and the CEO if appropriate.
- Ensure proper documentation and reporting for all financial activities.
- Assist in implementation of the agency’s strategic plan including managing wait/eligibility lists, assessing community/client needs, and developing/suggesting changes to the service offering.
- Ensure the alarm systems are armed and working properly.
- Function as backup for client service team members, providing hotline, intake, crisis intervention, advocacy, and case management as needed.
- Meet with clients in Hope Alliance facilities, hospitals, police stations, and other locations as needed.
- Function as a positive role model for clients and staff.
- Participate in Director-on-Call rotation.
- Recognize your own emotions, thoughts, and values and how they influence behavior while managing their effects on service provision.
- Report any incident of child or elder abuse to the appropriate Hope Alliance team member.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as assigned by VP of Client Services and/or CEO.



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**QUALIFICATIONS AND EDUCATION:**

- Minimum of a bachelor’s degree in human service field, preferably in Social Work. Relevant experience can be substituted.
- Three years of experience providing residential services to adults and children, with demonstrated ability to respond to individuals in crises and maintain confidentiality.
- Three years of experience supervising staff.
- Familiarity with the network of social services including children’s services, benefit providers, mental health, and criminal justice agencies in the Williamson County area.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of one hundred hours of direct services at minimum.
- Experience prioritizing and managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Experience collaborating with allies and partners such as law enforcement.
- Adequate personal health, social maturity, emotional stability, and effective stress management skills.
- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all levels of society.
- Computer proficiency in email and productivity software products.
- Ability to use computer and other office equipment such as phones, fax, printer, and copier.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are required of an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is typically working in a climate-controlled office environment but sometimes exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- Normal workday physical activity includes frequent sitting, standing, and walking.
- Requires employee to use hands, arms, legs, neck, and head while performing tasks.
- Requires occasional twisting at desk when answering phone or keyboarding.
- Requires retrieving files by pulling and pushing cabinet drawers with occasional bending, squatting, kneeling, and reaching above shoulder level.
- Requires frequent data entry into computer keyboard.
- Requires extensive speaking in person and on the telephone with staff and others.
- Requires occasional lifting and/or moving up to thirty pounds.