

**JOB TITLE: HOUSE SERVICES SUPERVISOR -
SEXUAL OFFENCES AND DOMESTIC VIOLENCE POLICY UNIT**

REPORT TO: COORDINATOR,

SEXUAL OFFENCES AND GENDER- BASED VIOLENCE UNIT

SHELTER CO-ORDINATOR - SO&GBVU

MINISTRY/DEPARTMENT: MINISTRY OF HUMAN SERVICES AND SOCIAL SECURITY

PURPOSE: To co-ordinate and supervise the management and operation of shelter services offered to victims of gender-based violence.

KEY OUTPUTS:

- Effective and timely shelter services
- Survivor empowerment and
- Timely and accurate reports.
- Effective partnerships with case workers and stakeholders.

RANGE OF ACTIVITIES

1. Compilation and maintenance of an accurate daily log of shelter activities.
2. To arrange and monitor work schedules of other shelter staff.
3. To ensure that all staff and residents are abiding by the rules and guidelines of the shelter.
4. To arrange for the procurement of supplies for the shelter and ensure that the shelter has adequate items to maintain residents.
5. To assist in the formulation of a Case Management Plan for residents and children residing in the shelter.
6. Complete intake procedure for all new admissions to the shelter.
7. To liaise with other GBV professionals to ensure that each resident receives optimal care.
8. To foster and maintain healthy relationships with residents by developing honesty, mutual respect, and by honouring the rights and dignity of each resident, and their right to confidentiality and respect.
9. To assist in the formulation and enforcement of the institution's rules so as to establish and maintain a level of safety.
10. To prepare monthly reports on activities of the shelter.
11. To ensure that the shelter environment is clean, safe and promotes healthy well-being.
12. To oversee all resident's assigned chores and activities.

13. To perform any other duties to ensure the smooth functioning of the facility.

MINIMUM QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE:

- A bachelor's degree in Social Work or Sociology from a recognized University PLUS a minimum of two (2) years' experience in a social work or human services setting working with victims of gender-based violence.
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- A Diploma in Social Work or Sociology from a recognized University PLUS a minimum of four (4) years' experience in social work or human services setting working with victims of gender-based violence.
- Computer literate, about to carry out basic functions in Microsoft Office- Word, Excel.

DECISION-MAKING, PROBLEM-SOLVING

The job holder is required to make administrative and operational decisions within his/her broad discretionary powers. He/she is required to make decisions on operation and maintenance of the social rehabilitation and empowerment programmes for survivors; maintenance of the building and infrastructure and to display much original thought and creativity in facing the demands of the job. He/she is to ensure that such decisions are in keeping with the requirements of the Ministry. The job holder must be trustworthy, honest, and a team player.

RESOURCE MANAGEMENT

Regular supervision of staff is required to ensure performance reports when submitted to the Manager are balanced and reflect each job holder's output over specified timeframes. Ability to supervise shelter participants with dignity and respect at all times. Must engage participants in positive interactions and troubleshoot problems as they surface.

COMMUNICATION

Regular discussions on all aspects of the shelter's operation will be required. Good lines of communication between the Supervisor and all staff- Managers, Case Workers, etc. Must be able to maintain confidentiality of residents at all times.

WORKING CONDITIONS

The environment requires working beyond the normal call of duty since the nature of GBV case management has its unique challenges. Willingness to work flexible hours as needed, and handle emergencies which may occur daily, nightly, or overnight.