



TESSA JOB DESCRIPTION

JOB TITLE:	Safehouse Manager
REPORT TO:	Safehouse Program Director
TIME REQUIREMENT:	40 hours per week, full time, exempt
RATE OF PAY:	\$53,000/yr.

SYNOPSIS: The Safehouse Manager oversees the daily operations of TESSA’s 32-bed Emergency Shelter and 24-hour Safeline. This position is responsible for maintaining a trauma-informed, inclusive, and client-centered environment that promotes safety, empowerment, and healing for survivors of Domestic Violence, Sexual Assault, Stalking, and Human Trafficking (DVSA/HT). The Safehouse Manager leads a multidisciplinary team, ensuring effective service delivery, operational efficiency, and a culture that aligns with TESSA’s mission, vision, and core values. The role also involves direct advocacy, program evaluation, and collaboration with internal departments and community partners. The position requires participation in an on-call rotation to provide after-hours support with variable shifts.

RESPONSIBILITIES:

MANAGEMENT/SUPERVISION

- Provide direct supervision, guidance, and evaluation for Safehouse and Safeline staff, including case managers, support service staff, flex staff, volunteers, and interns.
- Ensure shelter services—including advocacy, case management, skills development, and therapy—are delivered through a trauma-informed, empowerment-based, and culturally responsive lens.
- Foster a supportive workplace culture rooted in TESSA’s values of respect, integrity, collaboration, and empowerment.
- Promote staff well-being and retention through reflective supervision, equitable scheduling, and access to wellness and professional development opportunities.
- Collaborate closely with program managers and other departments, including Counseling, Housing, Legal, and Youth & Children’s Services, to ensure coordinated client support and continuity of care.
- Maintain open and transparent communication with the Safehouse Program Director and executive leadership, keeping them informed of operational needs, emerging trends, and client or staffing concerns.
- Develop and maintain efficient staff scheduling, coverage plans, and protocols to ensure 24/7 Safehouse and Safeline operation.
- Oversee the maintenance of accurate and complete client files, documentation, and statistical data in compliance with funder and agency requirements.
- Manage the Safehouse operational budget, ensuring responsible use of funds and adherence to grant and agency guidelines.
- Collaborate with the Development team on grant reporting and assist with narrative or data components as requested.
- Participate in the training and onboarding of new staff and volunteers to ensure consistency in trauma-informed practice.
- Conduct regular team meetings to share updates, review challenges, and celebrate successes.



- Work with leadership to identify and implement short- and long-term goals that measure success in client outcomes and service delivery.
- Evaluate shelter services regularly and implement improvement strategies as needed.

DIRECT CLIENT SERVICES

- Provide trauma-informed, empowerment-based case management, education, and advocacy for Safehouse residents and their children.
- Deliver consistent and compassionate crisis intervention, safety planning, and referral services in person and via the Safeline.
- Serve as the point of contact for day-to-day Safehouse operations and client-related issues, ensuring timely resolution and adherence to safety standards.
- Coordinate with internal and external partners to ensure comprehensive, wraparound services for clients transitioning from crisis to stability.
- Ensure client confidentiality and autonomy are maintained in all aspects of service delivery.
- Treat all clients with empathy, respect, and dignity while recognizing and honoring the cultural and personal diversity of each individual.
- Assist in developing and maintaining collaborative relationships with other shelters, community service providers, and law enforcement.

CULTURAL INCLUSIVITY AND ACCESSIBILITY

- Model and promote culturally informed and inclusive practices throughout all aspects of program management.
- Recognize and address personal and systemic biases that may impact service delivery.
- Ensure accessibility of services for individuals with limited English proficiency, disabilities, and other barriers to care.
- Apply principles of multicultural competence in all staff training, supervision, and client interactions.
- Use organizational change processes to support culturally informed policies and equitable practices across the agency.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Bachelor's degree in human services, social work, management, or a related field preferred. Equivalent experience will be considered.
- Minimum two years of supervisory or management experience and at least two years of human services experience. Experience in domestic violence, sexual assault, or related crisis intervention is required.
- Demonstrated ability to work effectively with at-risk or special-needs populations.
- Strong communication, organizational, and interpersonal skills.
- Experience with data tracking, outcomes measurement, and program evaluation preferred.
- Ability to multi-task, remain flexible, and manage competing priorities in a fast-paced environment.
- Proficiency in Microsoft Office Suite and data management systems (e.g., HMIS, Apricot, or similar).



Safe place. Safe families. Safe future.

- Ability to work collaboratively across diverse disciplines and maintain professional boundaries.
- Demonstrated commitment to trauma-informed, client-centered, and strengths-based practices.
- Must be able to work evenings, weekends, and participate in on-call rotation.
- Valid driver's license, reliable transportation, and proof of insurance required.
- Ability to lift up to 50 lbs intermittently and remain stationary 50% of the time.
- Fluency in Spanish or American Sign Language preferred; bicultural candidates strongly encouraged to apply.
- Must be willing to complete and able to pass background and child abuse/neglect history checks.

TESSA is an equal opportunity employer.