

Job Description

Position : **Shelter Supervisor**
Reporting line : **Case Management Manager – (CM Manager)**

Organization's Background:

Global Shepherds Berhad (GSB) is a non-profit organisation that offers shelter, counselling and support services to women who have experienced sexual gender-based violence and those who are human trafficking survivors, asylum seekers, refugees, and migrant workers. The organisation is also involved in advocacy work, regularly highlighting to policymakers the need for reforms that address the needs of women and children who are at risk.

General Position Summary:

One of Global Shepherds' core area of work is operating a shelter home for women and children who are at-risk and have experience exploitation, abuse and violence. The Shelter provides temporary refuge and incorporates a comprehensive case management plan that aims to promote trauma recovery, restoration of dignity and seek justice. To realise this, the programme takes on a 3-prong approach that aims to promote a comprehensive recovery process using a gender lens that is strength-based, victim- centred and trauma informed. The 3-pronged approach includes:

1. Promote recovery and to regain the dignity of each person
2. Support to seek justice through legal redress
3. Awareness and skills development

Policy Statement: GSB does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment, and discrimination. All staff of the organisation will receive annual training and be provided sufficient information on this company policy to ensure strict compliance.

Task and responsibilities:

As Shelter Supervisor, incumbent will be responsible for the following areas of work:

Manage and oversee the shelter care and protection team (Programme Support Staff – PSS):

1. In consultation with the Programme Support Staff (PSS) prepare and share the monthly duty roster with both the PSS and Case Officers.
2. Monitor to ensure that all PSS report for duty according to the roster and all attendance is recorded using the punch card system.
3. Ensure that PSSs reporting for duty are briefed on the handover duties of the previous shift and any updates related to work prior to starting their shift.
4. Ensure that PSS completing their shift record daily and relevant information in the Shelter Log for follow-up by the next PSS on duty. Monitor the Log and provide feedback to CM Manager especially if there are any out of the ordinary entries that may require immediate attention from the case management team.
5. Act as a channel for feedback on the wellbeing of programme participants and also the wellbeing of PSS and, to bring to the attention the of the CM Manager any issues that may require urgent attention.

6. In consultation with the CM Manager, liaise with relevant vendors and suppliers on the daily needs in the Shelter and organise pick-up of items from vendors if required e.g. fresh produce from the market.

Capacity building and skills development programmes

- **For Programme Support Staff:**
 - a. Conduct assessment with the PSS to identify training needs, design and put in place training plans. Evaluate the outcomes and provide recommendations.
 - b. Support and comply with the GSB shelter's Standard Operating Procedures, GSB's Trauma Informed Care and Victim Centered Approach policies and procedures.
- **For Programme Participants:**
 - a. In discussion with the Case Management team, assess the skills development opportunities for the programme participants that aligns to the overall Global Shepherds Berhad's vision of empowering lives.
 - b. In close coordination with volunteers, the incumbent will put in place skills development activities which contribute will to greater opportunities for employment and livelihoods opportunities for the programme participants

Programme Support Staff (PSS) duties.

1. Shelter Supervisor will supervise and oversee the day-to-day operations of the Shelter according to the Standard Operating Procedures:
 - a. *Provide care and protection:* Ensure all programme participants feel safe and are supervised and monitored to ensure that they are able to care for and manage their respective needs e.g., keeping their space and personal items clean, maintain personal hygiene etc.
 - b. *Shelter environment:* Monitor and ensure that the shelter environment is clean, has sufficient basic supplies at all time and provides a safe and comfortable temporary living arrangement.
 - c. *Physical and mental wellbeing:* Continuously monitor the wellbeing of all programme participants and immediately bring to the attention of the Case Management Manager any incidences that may require immediate and /or urgent attention.
 - d. *Shelter activities:* Jointly with other PSSs, plan relevant daily recreational (outdoor and indoor) activities; promote and encourage all programme participants to participate in the planned activities.
 - e. *Meals:* In consultation with the PPS ensure sufficient food supply at all time, cultural and religious sensitivity is practice during preparation of meals and to include the programme participants in the preparation of meals.

Additional duties/task.

1. *Reporting:* In close coordination with the Case Management Manager, the incumbent will support in completing mid-term and year end reports and assist in the preparation of annual budgets and budget revisions.
2. Any other task assigned as required by GSB during the period of employment.



This Job Description is subject to review as and when deemed necessary by the Management of Global Shepherds Berhad.

Please send your resume to info@globalshepherds.my