

JOB DESCRIPTION

Organisation: Casa Raudha
Job Title: Assistant Manager
Position Reports to : Manager

General Purpose of Position :

The Assistant Manager assists the Manager with providing oversight and direction to the shelter including direction and support to the staff. Is also responsible for ensuring effective and smooth operational functions of the organisation, coordinating weekend operations including standards of health, safety, security and assistance with the shelter administrative and programmatic function.

Summary of Responsibilities / Duties :

1. Under the direction of the Manager, assists with providing oversight of the shelter programme and facility.
2. Assists the Manager in providing direction and support to the staff including maintenance staff, interns and volunteers.
3. Fosters and maintain excellent, professional working relations with staff and volunteers and functions as part of the team.
4. Ensures the strategic plan and grant performance outcomes are met through the KIPs and clients' management system.
5. Maintains and records accurate monthly statistics.
6. Works collaboratively with the Executives in developing and implementing programme goals.
7. Assists the Manager with coordinating ensuring that funds are effectively distributed according approved activities.
8. Assists the Manager with overseeing the maintenance of the shelter including assets and groceries inventories.
9. Assists the Manager in conducting and documenting monthly fire drills.
10. Maintain a consistent high-quality victim focused orientation when conducting business and providing services.
11. Conducts monthly staff meetings.
12. Coordinate staff schedule in ensuring that adequate staffing 24/7.
13. Provides direct service coverage as needed.
14. Provides non-site back-up and problem solving support to weekend staff.
15. Works as flexible schedule including weekends.
16. Completes all tasks in a timely manner.
17. Performs any other duties as assigned by the Manager.

Education and Experience :

- Social Work qualification
- Experience in crisis intervention with 3 to 5 years of domestic violence related experience
- Preferably with at least 2 years working experience; preferably experience in running a shelter
- Possess critical thinking, management and decision-making skills
- Knowledge of domestic violence and its impact on victims
- Ability to effectively communicate both orally and written
- Computer and software application skills
- Proven skills in team management and supervision
- Ability to work with minimum supervision
- Ability to work with culturally diverse groups
- Ability to work cooperatively with team members and administrative support services
- Strong organisational and leadership skills
- Adapt at multi-tasking
- Meticulous and resourceful
- Proficient in English and Malay languages

Other Skills

- Computer literate; Microsoft Words
- Presentation Skills

Salary

- Negotiable