



## Shelter Manager

Awareness Against Human Trafficking (HAART) Kenya, non-governmental organisation based in Nairobi dedicated to fighting human trafficking in Eastern Africa. HAART works through a multi-disciplinary approach applying the UN Four P's Strategy to combat trafficking in persons: Prevention, Protection, Prosecution, Policy and Partnership. HAART is one of the key counter-trafficking organizations in Kenya addressing the issue of human trafficking by supporting the people most affected by it and also developing best practices in the movement.

HAART aims to re-open the HAART shelter that was started in 2016 to provide a safe place for child victims of human trafficking in Kenya to recover from trauma. The shelter offers trauma informed and victim centred support to girls between 7-18 years old. The services offered varies based on the needs of the victim but may include: basic healthcare, psycho-social support, family tracing, legal aid, food, security and clothes.

### Job Information

**Location:** Nairobi

**Contract Duration:** 12 months

**Start Date:** 01 Nov, 2020

**Nationality:** Kenyan

**Working Hours:** 45 hours in a week

**Closing Date for Applications:** 15 Oct, 2020

The Shelter Manager will be responsible to direct, oversee and quality-assure all activities of the safe house for survivors of human trafficking ensuring they are in line with the organisational policies, procedures and guidelines. The Manager will supervise the shelter case workers and will closely collaborate with the Outreach Care Manager to ensure a holistic management and implementation of protection principles. Additionally, the Manager will regularly collaborate with all other HAART core departments contributing to the development and execution of organisational program activities.

The Shelter Manager will ensure the dignity, respect, and confidentiality of all staff and residents within the home, upholding the HAART's mission, objectives, core values, and guiding principles. The safety, health, and wellbeing of residents and staff are the Manager's primary objectives in addition to the successful budget and administrative management of all operations within the home.

He/she will be reporting to the Deputy Programme Manager.

### Key Duties & Responsibilities

#### Management and Administration:

- Ensure high quality service delivery within the shelter is in line with HAART's values and operating principles and all policies and procedures are adhered to within the home
- Ensure shelter projects are implemented in line with donor proposals and requirements
- Ensure holistic application of HAART's best practice manual for assisting Victims of Trafficking
- Lead, direct and motivate Shelter Case Worker team
- Set clear goals and expectations and apply all organisational HR tools while managing the team
- Provide regular training and coaching on protection manuals, guidelines and VCMS tool as well as a structured onboarding process for new team members in order to develop capacity, ownership and full responsibility for shelter activities among the team



- Ensure all staff in the shelter follow monitoring and evaluation procedures
- Ensure safety, health and wellbeing of residents and the staffs by utilizing available resources such as psychological support, safety guideline and overall shelter toolkit
- Work in close collaboration with the Outreach Care Manager on case management involving shelter cases
- Develop and implement VCMS as the major tool and source for data documentation and management of HAARTs' Victims of Trafficking
- Ensure a defined scope and standard of case management is being maintained in VCMS resulting in accurate and up-to-date records
- Oversee day-to-day budget and funds management under multiple grants, including making accurate projections and ensuring efficient spending in accordance with donor requirements
- Contribute to the attainment of sustainable funding streams for operations through robust budget development based on overall organizational strategy
- Oversee all administrative needs of the shelter, including procurement and maintenance
- Continuously monitor shelter activities through high-quality monthly reports within assigned timeframes
- Drive people development and learning culture
- Strengthen cross departmental collaboration and overall teamwork, ensuring staff members are aware of project objectives and current work plans
- Drive internal engagement for organisational strategic objectives, mission and values

#### **Coordination, Partnership & Representation:**

- Engage with Deputy Program Manager to drive fundraising activities
- Collaborate and with legal officer on access to justice
- Build and maintain a strong working relationship with government and non-government partners and represent and promote the HAART Shelter's mission, values, and work
- Ensure the vetting of all potential partners and that clear written agreements are in place
- Participate and contribute to programme management, proactively suggest initiatives and address opportunities for improvement and course correction
- Represent HAART Shelter with donors, and other stakeholders, as is deemed strategic and relevant
- In collaboration with HAARTs Communication team, participate and contribute to content development for various communication activities and engagements

#### **Essential criteria & qualification:**

- University degree or diploma in social work, law, sociology, psychology, or a related field.
- Experience working with survivors of gender-based violence or trafficking in persons for 1+ years
- Experience managing a shelter serving survivors of violence preferred
- Leadership experience in managing teams (ideally supervision of case workers) as well as budgets and funds
- Strong belief in human rights and equality and commitment to demonstrate integrity in all aspects
- Excellent interpersonal social skills, diplomacy, and persuasion skills
- Strong ability to work independently, including the ability to multitask, prioritize competing tasks, and manage time effectively
- Excellent communication skills with a high standard of spoken and written English and Kiswahili
- Good digital skills, including the use of email and Microsoft Word and Excel, previous



- experience using data management tools would be an asset
- Ability to work in a stressful setting and adapt quickly to changing environments

All our staff are expected to strive for excellence, to collaborate and communicate while ensuring full commitment to integrity.

At HAART we value diversity and we are committed to creating an inclusive environment based on mutual respect for all employees. We do not discriminate on the basis of age, sex, disability status, religion, ethnic origin, colour, race, marital status or other protected characteristics.

**Application process:**

Qualified candidates are invited to send one PDF with your cover letter, CV, and contact information for 2 references to [hr@haartkenya.org](mailto:hr@haartkenya.org) using **“Shelter Manager”** as the subject of your e-mail. Only complete applications will be reviewed and short-listed candidates will be contacted.

NO CALLS PLEASE.