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hr@shelter-inc.org
shelter-inc.org

Supervisor: Home for Survivors of Commercial Sexual Exploitation

JOB DESCRIPTION

Shelter Youth & Family Services is committed to providing safe, inclusive, and supportive resources for youth and families from all backgrounds and identities. We actively strive to create an environment that supports all employees, placing value in contributions from people from diverse backgrounds, and honoring all experiences, perspectives, and unique identities. Our mission is to protect children, strengthen families, and transform communities. Joining us in this role will give you a chance to help fulfill that mission and help the community. Shelter and its facilities are drug and smoke-free environments

ESSENTIAL FUNCTION

The Supervisor for the CSEC (Commercial Sexual Exploitation of Children) Program will oversee the operations of a group home serving up to 12 youth identifying as female, ages 12-18, who have been identified as victims of human trafficking. This role requires a highly skilled, compassionate leader who will be responsible for the safety, well-being, and support of the clients, as well as the supervision and development of staff. The Supervisor will ensure program integrity, maintain compliance with regulations, and foster a safe, nurturing environment for the residents.

SPECIFIC DUTIES

1. Program Leadership and Daily Operations:

- Oversee the day-to-day operations of the CSEC home, ensuring a structured, therapeutic, and nurturing environment for residents.
- Monitor program development and execution to meet the unique needs of CSEC clients.
- Ensure the home operates in compliance with DCFS licensing standards and child welfare regulations.
- Other tasks as assigned by the Residential Director

2. Staff Supervision and Development:

- Hire, train, supervise, and evaluate residential staff, ensuring that all staff are qualified and appropriately trained in trauma-informed care and best practices for working with CSEC clients.
- Conduct regular team meetings, offer coaching and professional development, and create a supportive work environment that encourages staff retention and growth.
- Ensure staff adhere to agency policies and procedures and maintain proper boundaries with clients.

3. Client Services and Support:

- Provide direct support to residents, including crisis intervention, behavior management, and emotional support, ensuring their individual needs are met.
- Collaborate with clinical and case management teams to assess client needs, develop individualized treatment plans, and track progress.
- Promote a trauma-informed and culturally sensitive approach to care, prioritizing the safety, dignity, and well-being of each resident.

4. Compliance and Quality Assurance:

- Maintain compliance with all relevant licensing, accreditation, and legal requirements, including DCFS, COA, and Medicaid standards.
- Regularly review and update program policies and procedures to ensure alignment with regulatory requirements and best practices.
- Monitor the quality of services provided, implementing changes or improvements as needed to enhance the program's effectiveness and client outcomes.

5. Program Development and Evaluation:

- Continuously evaluate program effectiveness, using data and feedback from clients, staff, and stakeholders to drive improvements.
- Work with agency leadership to develop new initiatives, services, or resources that enhance the care and support provided to CSEC victims.
- Lead efforts in community outreach and engagement to raise awareness about the program and human trafficking issues.

6. Community Outreach:

- Build and maintain relationships with community partners, including local law enforcement, child welfare agencies, and other service providers, to coordinate services and advocate for the needs of CSEC clients.
- Participate in public speaking, awareness campaigns, and community events to promote the program and educate the public about human trafficking.

7. Crisis Intervention and Support:

- Respond to crises or emergencies involving residents, providing immediate support and stabilization.
- Review with staff on crisis intervention techniques and ensure a clear chain of command and communication protocols are in place for handling emergencies.

8. Facility Maintenance and Safety:

- Ensure that the home is well-maintained and meets all DCFS and health/safety regulations.
- Regularly inspect the facility to ensure all systems are in good working order, and coordinate with maintenance and repair teams as needed.

ACCOUNTABILITY

The CSEC Supervisor reports directly to the Residential Director and works collaboratively with other program leaders to ensure the highest quality of care and service delivery.

JOB QUALIFICATIONS

Education:

- Bachelor's degree in Social Work, Psychology, or a related field (Master's degree preferred).

Experience:

- Minimum of 3-5 years of experience in social services, with a focus on child welfare, trafficking, or residential care.
- Minimum of 2 years' experience in program and personnel management, supervision, and client services.
- Demonstrated experience in working with high-risk youth, particularly within residential settings.
- Strong familiarity with trauma-informed care, crisis intervention, and the unique needs of CSEC clients.

Skills and Abilities:

- Strong leadership, communication, and organizational skills
- Ability to manage multiple priorities and remain calm under pressure.
- Knowledge of trauma-informed care practices.
- Familiarity with DCFS regulations and child welfare best practices
- Experience with program evaluation, policy development, and quality assurance processes.

Certifications and Requirements:

- Valid Illinois driver's license and adequate automobile insurance Must have a working automobile.
- Must be at least 25 years of age in accordance with the Illinois Department of Children and Family Services licensing standards.
- Must complete a medical and TB test and provide results.
- Must be fully vaccinated against COVID-19, according to CDC guidelines.
- Must be fingerprinted by the state of Illinois and must submit to a full background check through the Illinois Department of Children and Family Services.
- Must submit official educational transcripts from the last school in which the last degree was awarded.
- Must be able to lift 40 pounds.
- Must pass requirements for the food sanitation certificate.
- Must become certified in CPR/First Aid, CPI, and complete new hire orientation before working independently.
- Must be available to provide 24-hour on-call support for crises and emergencies

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- While performing the duties of this job, the employee is frequently required to sit, talk, hear, stand, walk, and use hands to handle or operate objects. Specific vision abilities required include close vision, distance vision, and the ability to adjust focus.
- Work is performed primarily in the assigned facility, and occasionally in vehicles, meeting rooms both in the facility and at other agency sites.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in the assigned facility, and occasionally in vehicles, meeting rooms both in the facility and at other agency sites.

CLASSIFICATION STATUS

This is an exempt position.

SALARY

\$65,000-\$68,000

BENEFITS

Shelter Youth and Family Services offers a comprehensive benefit plan for full-time employees including paid time off, medical, dental, vision coverage, life insurance, disability, and a retirement plan. All employees, including part-timers, can participate in the retirement plan, employee discounts, employee assistance, employee training, and employee referral programs.

ABOUT SHELTER Since 1975, Shelter has been a leader in Chicagoland for providing the emotional and physical care, programs, and services that children need to build safer, healthier, and brighter futures. We are the only agency in the state of Illinois to provide fully comprehensive and community-based services for children and families at risk and in need. Our programs include emergency housing, transitional living, foster care, home visiting, and clinical support services. We are available 24 hours a day, 365 days a year. Shelter is committed to providing safe, inclusive, and supportive resources for youth and families from all backgrounds and identities.

SEND APPLICATION BY MAIL, FAX OR EMAIL

1616 N. Arlington Heights Road, Arlington Heights, IL 60004

FAX: 847.590.6184 • Email: HR@shelter-inc.org

Application in [PDF format](#) • Application in [Microsoft Word format](#)

