



JOB DESCRIPTION

JOB TITLE: Shelter Coordinator	
Job Family: Advocates & Other Direct Service	Supervisor: Shelter Manager
Classification: Full-Time; Exempt; Salaried	On-Call Responsibilities: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Expected Schedule/Hours of Work: 40-45 Hours per Week Typical schedule will be Sunday – Thursday 3pm-11pm; flexibility in this schedule is required.	
Title(s) of Immediate Subordinates: N/A	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Shelter Coordinator is responsible for assisting the Shelter Manager with the day-to-day management of the Shelter Program. This includes monitoring the health, safety, and security of the shelter environment; creating a welcoming, inclusive, and trauma-informed community living environment; delegating daily tasks to program personnel; and making decisions in the absence of the Shelter Manager.

ESSENTIAL FUNCTIONS:

- Provide quality direct services to clients residing in shelter, including but not limited to answering the hotline; supporting clients in the community living environment; and filling in when department personnel are unavailable or otherwise unable to complete their duties.
- Build and maintain a positive and trusting relationship with shelter residents by being available and approachable and by listening and responding to residents' concerns and questions in a timely manner.
- Develop and update the Shelter Advocate, Child & Family Advocate, Shelter Cook, and Shelter Housekeeper staffing and on-call schedules.
- Provide guidance, training, and direction to new employees, contract staff, interns, and volunteers when they begin in the department and on an on-going basis.
- Ensure the timely provision of shelter services, including the hotline, intakes, and initial advocacy sessions.
- Assist with regular and on-going supervision of program staff including delegating tasks, following up on completion of tasks, coaching, and making decisions.
- Assist with the development, implementation, and analysis of program outcome measures and data collection processes.
- Make certain that all client files and documentation of services are maintained according to quality assurance, grant reporting, and auditing standards.
- Maintain a healthy, sanitary, and organized physical environment for staff and residents.



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- Monitor the health, safety, and welfare of clients and program personnel by ensuring that program service philosophy, policies, and procedures are followed appropriately.
- Follow all Hope House service philosophies, policies, and procedures.
- Participate in a rotating on-call schedule.
- Perform other duties as requested.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- Maintain appropriate boundaries when working with program participants and staff;
- Maintain confidentiality, neutrality, and professionalism in role;
- Multi-task and work in a fast paced environment;
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds;
- Advanced computer skills;
- Excellent organizational skills and follow through;
- Knowledge of the dynamics and causes of domestic violence and a commitment to end domestic violence as a social problem;
- Adapt to change productively and handle other tasks as assigned;
- Arrive to work promptly and regularly;
- Concentrate and perform accurately;
- Work a variety of schedules, depending upon the needs of the program;
- Work under the stress of deadlines; and
- Strong written and oral communication skills.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

WORK ENVIRONMENT and PHYSICAL DEMANDS

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. While performing the duties of this job, the employee is regularly required to stand, walk, sit, climb, hear and reach with hands and arms. The employee may occasionally lift and or move objects weighing up to 25 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, depth perception and ability to focus. Individuals in this position must be able to perform CPR continuously for at least 15 minutes.

This position requires an individual to be flexible with their work schedule and to be available, on an as needed basis, to assist and advise staff through critical situations.

TRAVEL REQUIREMENTS

This position may be required to travel between Hope House locations. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license and insurance.



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EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work or comparable human services field and two years of human services experience; or
- Substantial experience in human services, with at least two years of experience providing shelter services.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish; and/or
- Previous experience working with survivors of domestic violence.

ADDITIONAL ELIGIBILITY REQUIREMENTS:

Must be or become certified in basic first aid and CPR.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Hope House is an Equal Opportunity/Affirmative Action Employer

SIGNATURE	PRINTED NAME	DATE SIGNED
Employee		
Supervisor		