

## CAREER OPPORTUNITY

### Client Services Coordinator

Full-time (40 hours/week), Hourly, Non-Exempt.

Location: YWCA Silicon Valley, San Jose, CA 95112

Website: [www.ywca-sv.org](http://www.ywca-sv.org)

Department: Support Services, Crisis Intervention Program



Join a passionate, dynamic team dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.

For over 100 years, YWCA Silicon Valley has provided programs and services that form a critical continuum of response, healing, and prevention. Our dedication to the people we serve is unparalleled. We have an exciting future, and the team to deliver on that lasting change for the people we serve. To encourage survivor self-determination, services are delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with our mission. **Be a key part of shaping this future as our new Client Services Coordinator in our Crisis Intervention Program.**

Reporting to the Crisis Intervention Manager, the Client Services Coordinator serves as a first point-of-contact for the community and provides intake, needs assessments, and screenings to other department programs, as well as community referrals, resources, and information to individuals and families seeking assistance at YWCA Silicon Valley. The Client Services Coordinator provides crisis counseling, safety planning, and information to individuals and families impacted by domestic violence, sexual assault and human trafficking. The Client Services Coordinator conveys empathy, respect, and compassion when delivering services. You are a member of a high-performing team who supports all activities related to daily program operations, including, but not limited to, 24-hour crisis-line response, crisis counseling sessions, intakes and needs assessments. The Client Services Coordinator must not fail in effectively communicating survivor needs and/or any requests by community partners to the team. You must respond effectively to crisis situations and inform survivors and significant others of their options to support them in their unique path.

**We are seeking a compassionate, organized, and reliable individual with a high level of self-awareness and emotional intelligence.** Essential to this role is a demonstrated ability working with culturally and economically diverse individuals and families and ability to work with those impacted by trauma; a demonstrated ability to function effectively in a fast-paced environment and to respond appropriately to unexpected situations.

Candidates must have excellent interpersonal skills to work independently and as part of a team. **You must have an understanding of feminism and a strong commitment to social justice.** Additionally, an ideal candidate will possess knowledge of and sensitivity to domestic violence and sexual assault issues, trauma, gender equity and client-centered service provision.

Candidates must have a Bachelor's Degree in a social services field or an equivalent combination of education and experience. Key to success is the ability to be present in a changing work environment, the ability to work independently and as a member of a diverse

team with flexibility, initiative and the ability to prioritize effectively and model healthy boundaries with empathy and compassion. Candidates should be competent in using Microsoft Office (Word, Outlook, Excel, PowerPoint) and have experience in confidential data management and record keeping.

**The ideal candidate is a warm, self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.** Prior advocacy-based counseling and case management experience is a plus. Spanish bilingual, bi-cultural and bi-literate skills are strongly preferred.

Work hours are primarily days. Schedule TBD. Delivery of service may include overtime to accomplish task at hand. On-call duties are required. Work includes lifting up to 30 pounds.

Required: Cleared background check (fingerprinting), valid TB test, valid California driver's license, and auto insurance. Must have completed or be willing to complete a 65-hour California State Domestic Violence and Sexual Assault Counselor certification. (Training will be provided).

TO APPLY: Submit Resume & Cover Letter to and [resumes@ywca-sv.org](mailto:resumes@ywca-sv.org) with "Client Services Coordinator" in subject line. First deadline for submission of resumes: **August 31, 2018**. Posting will continue until position is filled. The YWCA Silicon Valley is an Equal Opportunity Employer.

We may be unable to respond to every individual submission due to a high volume of applicants. Please do not telephone. Applicants who do not follow the application procedure are immediately disqualified.