



## *Residential Services Coordinator, Part Time*

We are currently seeking a part time, 30 hours/week Residential Services Program Coordinator to join our team providing innovative programming, case management, and support services to our emergency shelter clients.

The successful candidate will be responsible for the coordination of shelter program services and activities; and will participate in program development and evaluation efforts. The Coordinator ensures a positive experience for all our residents by supporting client intakes/orientation work, client exits, shelter programming, and facilities matters. They also support the Residential Services Manager by acting as team lead in respect to staff/volunteer needs, ensuring excellent customer service to all RMC clients, and participating in management of client complaints and grievances.

Although shifts may vary according to program needs, the Coordinator's schedule will include an evening shift on Fridays, and the Saturday day shift. We are open to this 30 hour/week position working either four x 7.5 hour shifts, or five x 6 hour shifts a week. **Please state your preferred schedule in your cover letter.**

### **Primary Duties and Essential Functions:**

1. Coordinate the day-to-day operations of the residential program. Oversee shelter intakes/orientations and client exits.
2. Coordinate daily programming onsite. Provide support and guidance to maintain programming consistent with program goals and values including liaising with group facilitators and ensuring children's programming is available at all times during adult programming.
3. Maintain up to date Domestic Violence curriculum and facilitate weekly DV groups. Co-facilitate weekly Community Meetings.
4. Support aftercare programming provision by monitoring aftercare services as part of improving client outcomes and promoting successful client exits
5. Enroll/terminate clients in the client database and ensure the integrity of data in ETO.
6. Participate in programming development and evaluation efforts.
7. Partner with Manager in Safety Committee, and act as safety representative for the RMC. Implement safety protocols onsite
8. Work in collaboration with other departments to obtain necessary and desired program donations in advance, and plan for all events onsite.
9. Act as liaison between RMC and volunteer projects occurring on site. Support all volunteer projects and timelines. Ensure effective communication to managers and staff about all such projects
10. Manage shelter donations schedule on a monthly basis, and ensure adequate coverage at all times
11. Manage and track shelter supplies on a quarterly basis or as needed
12. Monitor and replenish petty cash and client transportation assistance funds
13. Arrange for maintenance services as needed; prioritizing and immediately reporting issues impacting safety
14. Coordinate the practice of policies, procedures, and service delivery to ensure streamlined quality services and a positive experience for all residents (adults and children)
15. Work with Manager to identify program areas needing improvement, seek and implement appropriate solutions; ensure program meets grant funders and agency defined outputs and outcomes; ensure a positive experience for all residents, and program participants.
16. Participate in training and on-boarding of new staff and volunteers

## 17. Develop and maintains community partnerships

Other responsibilities include providing on-call support and coverage as required to meet the needs of our residential community; and providing back up support to the Residential Manager.

### **Qualifications:**

#### **Required qualifications include:**

- Bachelors' degree in social work, counseling or related field; or equivalent experience
- 2 - 4 years' experience in a residential community, social service organization, and/or in crisis management work
- Awareness of family violence issues and dynamics
- Ability to serve clients from a trauma-informed, non-judgmental perspective, and in an empathetic manner
- Excellent organization skills, attention to detail, and outcome driven
- Experience fostering a staff team, providing guidance and valuing staff accountability
- Experience with program development, implementation and evaluation
- Experience using positive problem-solving techniques and conflict resolution, de-escalation strategies
- Experience prioritizing clients' needs in crisis situations
- Strong oral and written communication skills including leading groups and/or making presentations
- Proficiency in computer skills, especially using Outlook, Word, Excel and customized databases
- Ability to work with people from diverse backgrounds
- Ability to maintain appropriate boundaries with clients in all circumstances
- Commitment to maintain shelter-site confidentiality

Possession of bilingual Spanish/English skills is a preferred qualification for this position.

Employment with STAND! is contingent upon access to a reliable vehicle, valid California driver's license, clean driving record, and proof of insurance (MVR will be run prior to hire and periodically thereafter). Clear fingerprint and criminal history record, and successful completion of U.S. Department of Justice Form I-9 are also required. Continued employment is contingent upon successful completion of the agency's mission- related required training

### **We offer:**

- The opportunity to make a difference in the lives of the people we serve
- A learning environment
- Competitive hourly rate. Eligible for our generous benefits package; which, for regular employees working 30 or more hours a week, includes: medical, dental, vision, life and AD&D insurance, voluntary acupuncture and chiropractic insurance, 403(B) plan (limited employer match after one year's service); and to earn vacation, sick leave and holiday pay.

### **To apply:**

Apply by emailing a cover letter, resume and the names of three supervisory references to: [resume@standffov.org](mailto:resume@standffov.org). **Please put "RSC" in the subject line of your email, and outline your preferred schedule in your cover letter.**

Alternatively, you can mail your information to: Human Resources, STAND! For Families Free of Violence, 1410 Danzig Plaza, Concord, CA 94520.

**STAND! For Families Free of Violence is an Equal Opportunity Employer committed to staff diversity. We welcome qualified persons of all backgrounds to apply.**

**Posted:** 08/21/2019