



**Position Description
Shelter Coordinator**

(Regular, Full-Time, Overtime non-exempt, Essential Staff)

Position Title: Shelter Coordinator	Supervisor: Shelter Director
Department: Emergency Shelter	Full or Part Time: Full Time
FLSA Status: Overtime non exempt	Salary Grade: \$24.00-26.00/hour
Position Code:	Revision Date: 11/8/19
Additional classification(s): ESSENTIAL STAFF	

Position Summary

Primary responsibilities of all Shelter Staff are to provide reliable uninterrupted on-site 24/7/365 coverage of our confidential emergency domestic violence shelter. Shelter Staff work as a team to provide case management, counseling and advocacy to shelter guests of all ages. Shelter Staff provide crisis intervention, practical support, emotional support and education; engage in therapeutic and recreational activities; maintain shelter security; model healthy relationships and non-violent conflict resolution to peers, volunteers, and shelter guests; and uphold agency policies and procedures.

The Shelter Coordinator has primary responsibility to provide on-site staffing and program leadership to the confidential emergency shelter program in collaboration with the Shelter Director. The Shelter Coordinator acts as the confidential emergency shelter program's "second-in-charge." The Shelter Coordinator is responsible for maintaining continuous 24/7/365 staffing by coordinating shelter staff schedules.

This position contributes to program planning, oversight, and evaluation, facility and technology management and security, and takes lead responsibility on specific areas of program and facility management. The Shelter Coordinator will coordinate and provide direct services and support to adults and families living in shelter with an emphasis on consistent, collaborative, survivor-centered, empowerment-based, high quality services for all shelter guests.

Essential Functions

Program Administration

- Ensure continual staffing of residential facility 24/7/365 by coordinating schedules of on-site, on-call, and relief shelter staff and related back-up staff.
- Coordinate technology needs of emergency shelter facility, including building security system and personal technology safety needs of residents who have experienced domestic violence.
- At the direction of the Shelter Director, participate in program planning, policy development, oversight, evaluation, facility and technology management, and security.
- At the direction of the Shelter Director, take lead responsibility on specific areas of program and facility management.
- Contribute to program, policy, systems, and budget planning, implementation, and evaluation for the emergency shelter program.
- Work with other shelter staff to organize and manage inventory supplies and program materials at the shelter.

- Maintain detailed records on shelter maintenance and repair needs and oversee repair and maintenance projects.
- Maintain clear and consistent documentation in confidential database in accordance with agency policy and practice.
- Participate in clinical consultation, program planning and supervision, and case sharing meetings.
- Serve on agency-wide committees or working groups as assigned and appropriate.
- Submit reports and information as needed for reporting to funders, board of directors, and others.
- Contribute to a positive working environment for staff and volunteers.
- Implement, and uphold agency policies and procedures.
- Provide routine on-call coverage including nights, weekends, and holidays in rotation with other direct service staff.
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy and legal requirements.
- Uphold agency policies and contractual, legal, and regulatory obligations in one's own practice behaviors and performance; by accessing proper channels for accountability and redress if policies are breached; and by educating shelter guests about their rights and responsibilities with regard to agency policy and contractual, legal, and regulatory mandates.
- Consistent, reliable, and predictable attendance.
- Assists in ensuring adequate staffing for program excellence and contract compliance by filling vacancies as needed, complying with agency policies regarding attendance, and remaining on the job beyond the end of a shift until replacement arrives, as needed.

Counseling & Support Services

- Provide case management, counseling, and advocacy to people who have experienced domestic violence utilizing a multicultural empowerment model.
- Assess clients' needs and respond to self-identified goals by providing advocacy and referrals related to housing, public assistance, immigration, employment, education, children's and other issues.
- Facilitate therapeutic group services.
- Provide and model de-escalation and conflict mediation for shelter guests.
- Work with shelter guests to ensure cooperation and safe conditions for residents and staff.
- Fairly and consistently implement shelter and agency policies and practices.
- Arrange and/or provide transportation for shelter guests and their families.
- Provide coverage of 24/7/365 crisis hotline, as needed.

Community Engagement, Outreach, & Training

- Perform occasional community outreach, as needed, in alignment with goals and strategic priorities set by the Community Engagement Department.
- Collaborate with other organizations serving the needs of shelter guests and their families.
- Maintain agency records regarding collaboration and referral partners and outreach/engagement activities.
- In strong collaboration with the Community Engagement Department, provide training on domestic violence and shelter-specific issues, policies, and practices to Safe Passage staff, volunteers, community partners, and other stakeholders.
- Provide support and task supervision to volunteers in shelter setting.

Work Hours

35 hours per week, Sunday through Thursday: Sunday 1pm-8pm, Monday-Thursday 8am-4pm.

Participates in routine on-call coverage including nights, weekends, and holidays in rotation with other staff. This position is classified as essential staff.

As Essential Staff, the Shelter Coordinator is required to report to work when scheduled, even if the agency is otherwise closed (such as holidays), to remain on the job beyond the end of a shift until a replacement arrives, if needed; to report to work when called in if serving in an on-call capacity; and to comply with other stipulations of Safe Passage's Essential Staff policy.

Hiring Requirements

Education:

Bachelor's degree in human services similar field preferred. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Years of Experience:

Minimum two years' experience coordinating programs and providing counseling and/or crisis intervention.

Knowledge, Skills & Abilities:

- Demonstrated ability to coordinate programs and manage projects.
- Demonstrated understanding of domestic violence.
- Demonstrated comprehension of the effects of trauma on adult survivors of domestic violence and children exposed to domestic violence.
- Experience working and learning within diverse teams, and a commitment to effectively serving a diverse client population.
- Ability to advocate effectively on behalf of clients.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries.
- Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.

Preferred

- Experience working with adult survivors of trauma.
- Knowledge of regional housing resources for people with low incomes who are experiencing homelessness.
- Skills related to facility maintenance, repair, and/or security.
- Bilingual skills (Spanish and English).
- Prior completion of training consistent with MGL c. 233 s. 20K: "Domestic violence victims' counselor", a person who is employed or volunteers in a domestic violence victims' program, who has undergone a minimum of twenty-five hours of training and who reports to and is under the direct control and supervision of a direct service supervisor of a domestic violence victims' program and whose primary purpose is the rendering of advice, counseling, or assistance to victims of abuse." Training will be provided for otherwise qualified applicants.

Tools & Technology Requirements:

- MA Driver's license and reliable transportation
- Familiarity with electronic database programs.
- High level of proficiency and comfort utilizing and troubleshooting technology applications, including but not limited to Google and Microsoft suites, social media, databases, and cloud-storage programs.
- Experience and comfort utilizing and troubleshooting technology hardware, including but not limited to desktop and mobile computers, mobile and office phones, and residential modem, wifi, and security systems.

About Safe Passage

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of intimate partner violence. Safe Passage provides services to address survivors' holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.
We support survivors and their families.
We engage our community.
We advocate for systemic change.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders
- Perform quality work within deadlines
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations

Application Instructions

To apply: Send cover letter and resume to sjobs@safepass.org with the subject line of "Shelter Coordinator".

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.

Estimate of Physical, Environmental and Cognitive Requirements				
Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Lifting under 40 lbs.	x			
Lifting over 40 lbs.	x			
Dusty Environment	x			
Cramped Quarters	x			
Using Oil or Chemicals	x			
Standing		x		
Climbing Ladders	x			
Uneven Surfaces		x		
Exposure to Fumes/ Orders	x			
Exposure to Heat / Cold Temps		x		
Working Inside and Outside		x		
Climbing Stairs		x		
Sedentary Work	x			
Typing / Data Entry/ Computer	x			
Stooping		x		
Driving	x			
Walking	x			
Walk on Wet, Uneven, Slippery Surfaces	x			
Potential Exposure to Infectious Diseases		x		
Protective Equipment Required	x			
Phone Communications		x		
Bending		x		
Twisting Neck		x		
Bending at Waist		x		
Crawling	x			
Working in Confined Space	x			
Simple hand grasping 1 or both hands			x	
Fine manipulation 1 hand			x	
Fine manipulation both hands			x	
Repetitive Movement: Hand, Arms			x	
Reaching below shoulder height			x	
Reaching above shoulder height			x	
Repetitive movement: foot			x	
Kneeling		x		
Driving	x			
Hearing				x
Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	x			
Reaching/Pulling/Pushing			x	
Acuity, Far – Clarity of vision at 20 feet or more			x	
Acuity, Near – Clarity of vision at 20 inches or less			x	
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.			x	

Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.			x	
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.			x	
Color Vision – Ability to identify and distinguish colors.		x		
Cognitive Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
Communications Oral			x	
Communication Written			x	
Mechanical Concepts			x	
Interpreting Skills			x	
Implementing			x	
Evaluating			x	
Organizing			x	
Consulting			x	
Analyzing			x	
Presenting			x	
Supervising			x	
Ability to Deal With:				
● Stressful situations			x	
● Trauma, grief, death			x	
● Public Contact			x	
Decision Making			x	
Work with Others			x	
Work Alone			x	
Concentration			x	
Comprehend and follow instructions			x	
Relate to Others			x	
Influence Others			x	
Perform complex or varied tasks			x	