

Position Title: **Emergency Shelter Program Coordinator**

Direct Supervisor: Executive Director

Full-time Position

I. GENERAL DESCRIPTION

- A. Under the direction of the Executive Director, the Emergency Shelter Program Coordinator will be responsible for the direction, implementation, and ongoing evaluation of the shelter program as well as all emergency shelter clients and counseling activities. This is a leadership position in the organization and is responsible for leading the shelter in the use of voluntary and trauma-informed practices.
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II. MUTUAL RESPONSIBILITIES

- A. Ensure continuity of services by sharing On-Call and Shelter Management responsibilities as assigned.
- B. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate clearly and timely issues of performance with supervisor.
- C. Direct and participate in day-to-day Shelter Operations to include room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
- D. Carry out other duties as assigned by direct supervisor or the Executive Director.
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III. JOB RESPONSIBILITIES

A. Coordinate the Emergency Shelter Operations

1. Coordinate all aspects of the Emergency Shelter Operations and Emergency Shelter Client needs.
 2. Coordinate the counseling, advocacy, and service provision needs of sheltered residents to include counseling, support groups, court advocacy, housing, connection to community resources, follow-up and non-residential services to clients.
 3. Facilitate weekly program staff meetings with Emergency Shelter Operations staff to discuss client and shelter services.
 4. Provide ongoing supervision and guidance to all Emergency Shelter Operations staff. Provide supervisees clear and timely feedback on issues of performance.
 5. Provide or arrange for appropriate training and technical assistance for Emergency Shelter Operations staff and volunteers as needed.
 6. Assess and evaluate the program on an ongoing basis including annual review of the program guidelines and protocols. Coordinate with the Volunteer Coordinator to ensure Emergency Shelter Operations information is covered during Crisis Intervention training.
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B. Supervisory Responsibilities

1. Assists in the hiring process for staff supervised by this position.
2. Directly supervises staff in the Emergency Shelter as designated on current Organizational Chart.
3. Conducts orientation and staff training for all staff supervised by this position.
4. Conducts weekly supervision and documents ongoing performance.
5. Develops performance plans for staff supervised by this position.

6. Works with the Operations Director when performance issues arise to conduct appropriate coaching or disciplinary action.
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C. Direct Services

1. Schedule and coordinate appropriate individual counseling and/or advocacy services as well as follow-up and referral services with sheltered and non-sheltered clients.
 2. Coordinate children's programs and services with the Coordinator of Children's Counseling Services and the Emergency Shelter Children's Counselor.
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D. Community Engagement

1. Maintain a positive working relationship with appropriate human service agencies.
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E. Supervision of Program Volunteers

1. Interview volunteers and perspective interns interested in the Emergency Shelter Operations.
 2. Provide training to program volunteers specific to the Emergency Shelter Operations.
 3. Provide consultation and supervision to program volunteers and participate in the volunteer's evaluation as needed to meet school or other requirements.
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F. Grants Management

1. Review all workplans related to the work of the Emergency Shelter Operations.
 2. Train program staff annually on grant workplan(s).
 3. Ensure ongoing implementation and evaluation of workplan(s) by program staff.
 4. Complete and submit regular grant reports as directed.
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G. Program Reporting System

1. Maintain appropriate records and statistical information.
 2. Document community education on Monthly Public Education Reports and submit monthly to Community Engagement Coordinator.
 3. Oversee collection of program statistics and write monthly, quarterly, bi-annual, and/or annual reports as required.
 4. Ensure that service data is entered into VAdata in a timely fashion.
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IV. QUALIFICATIONS

- A. Bachelor's Degree in human services related field and five years of related experience (including supervisory experience).
 - B. Must have an understanding of the issues of sexual and domestic violence.
 - C. Demonstrated ability to provide leadership and program coordination.
 - D. Ability to provide crisis intervention.
 - E. Ability to utilize computer programs including word-processing and spreadsheets.
 - F. Ability to deliver WRC services in a culturally sensitive manner.
 - G. Ability to remain patient, calm, and professional when working in crisis situations.
 - H. Ability to work some evening, weekend, and holiday hours.
 - I. Driving is an essential function of this position. Must have reliable transportation, a valid driver's license, and be insurable through the WRC's insurance policy.
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