

Position Title	Domestic Violence Program Specialist
Direct Supervisor	Emergency Shelter Program Coordinator
Status	Full-Time Equivalent – Non-Exempt
Location	Emergency Shelter
Funding Source	30% VDSS, 50% DHCD, 20%VSGP

General Description

The Domestic Violence Program Specialist is responsible for providing victims with shelter and safe housing options and crisis intervention, as well as maintaining an accurate record system and preparing grant reports. This position provides residents of the WRC Emergency Shelter with transportation to and from appointments or errands critical to their continued safety, criminal justice participation, health, and parental involvement, and assists emergency shelter victims with rapid rehousing. This position reports directly to the Emergency Shelter Program Coordinator, is part of the Shelter On-Call team, and works both independently and collaboratively toward the mission and vision of the organization.

Mutual Responsibilities

- A. Complete Crisis Intervention, Emergency Advocacy, and Mandated Reporter training.
- B. Conduct all employment-related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by the policies and procedures of, the WRC.
- C. Ensure continuity of services by sharing On-Call and Shelter Management responsibilities as assigned.
- D. Attend weekly or bi-weekly staff meetings as assigned, remaining engaged with the larger WRC team of professionals working both independently and collaboratively to support the success of clients and overall WRC programming.
- E. Enter service data information in Vadata weekly, or as the program requires.
- F. Meet weekly with supervisor, participating in the WRC's ongoing Communications & Performance Evaluation Plan. Communicate clearly and in a timely manner about issues of performance with supervisor.
- G. Participate in day-to-day Shelter operations, including room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
- H. Obtain approval from direct supervisor for all assistance requested by other Program Coordinators.
- I. Carry out other duties as assigned by direct supervisor or the Executive Director.

Job Responsibilities

Direct Services – DV Program Specialist (DSS)

- a. Provide case management to individual clients to assist them in identifying, understanding, and implementing available resources and support systems to reach their goals while developing independence in making choices for their own wellbeing.

- b.** Provide housing case management for emergency shelter residents.
- c.** Assess the housing, financial, and job-training needs of clients who are emergency shelter residents, and provide information and referrals as needed.
- d.** Provide budgeting and other life-skills education in individual and group settings for clients as needed.
- e.** Assist emergency shelter residents in filling out forms and applications for other agencies.
- f.** Provide follow-up assistance to clients who have been residents of the WRC emergency shelter.

Direct Services – Rural Transportation Driver (DSS)

- a.** Provide client transportation when needed.
- b.** Provide crisis intervention and counseling to clients during transportation.

Direct Services – Assistant Housing Coordinator & Landlord Recruiter (DHCD)

- a.** Provide transportation and assistance where needed to moderate- and high-barrier clients for housing-related appointments when the Housing Coordinator is unavailable.
- b.** Assist high-barrier clients in gaining access to support resources such as Food Stamps/TANF/VIEW and Community Services appointments.

Assistant Housing Coordinator (DHCD)

- a.** Assist the Housing Manager in the delivery of rapid rehousing services.
- b.** Attend New River Valley Housing Partnership (Continuum of Care) meetings when the Housing Manager is unavailable.
- c.** Assist the Housing Manager with rapid rehousing file maintenance.

Landlord Recruitment (DHCD)

- a.** Create a pool of resources (landlords) to help high-barrier WRC clients attain housing as soon as safely possible.
- b.** Communicate with regional landlords to recruit them as part of the solution to end homelessness for moderate- and high-barrier clients.
- c.** Create and maintain a Housing First Resource Guide for use by staff and distribution to WRC clients.

Grants Management

- a.** Review relevant workplan(s) with the Executive Director annually.
- b.** Ensure ongoing implementation and evaluation of workplan(s).
- c.** Complete and submit regular grant reports as directed.

Program Reporting System

- a.** Maintain appropriate records and statistical information to support monthly and quarterly program reports of direct services provided within the emergency shelter.
- b.** Complete client contact report and submit weekly to appropriate staff.
- c.** Ensure that service data is entered into Vadata weekly.
- d.** Collect ongoing program statistics and report to the Emergency Shelter Program Coordinator monthly.

Qualifications

- a. Bachelor's degree in a human services-related field and one year of related experience preferred.
- b. Understanding of the issues of sexual and domestic violence.
- c. Ability to work independently.
- d. Ability to provide crisis intervention.
- e. Ability to remain patient, calm, and professional when working in crisis situations.
- f. Ability to lift and move shelter supplies up to 20 lbs. and go up/down stairs.
- g. Ability to utilize computer programs, including word processing and spreadsheets.
- h. Ability to deliver WRC services in a culturally sensitive manner.
- i. Ability to work some evening, weekend, and holiday hours.
- j. 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.

Certification of Receipt of This Job Description

By signing below, I acknowledge that I have received, read, and understand this job description.

Employee Signature

Date

Supervisor Signature

Date

Executive Director Signature

Date