Position Open

Domestic Violence-Transitional Housing Services Coordinator

Application Deadline: Friday, September 30, 2022, 5pm

Job Description
Caring Unlimited is York County’s Domestic Violence Resource Center. Caring Unlimited is committed to being an accessible, culturally responsive, and trauma informed organization.

The Transitional Housing Coordinator is responsible for coordinating direct services for survivors of domestic violence, sexual assault and/or stalking who are receiving services through Caring Unlimited’s Transitional Housing Program in order to help them achieve self-identified goals toward establishment of safety and self-sufficiency on exit from program. The coordinator implements standards, policies and procedures to comply with program requirements. Plan, organize, supervise and evaluate overall program and staff, both paid and unpaid.

Essential Duties:
1. Coordinate the Transitional Housing Program to provide high quality services for clients in agency owned units and those housed with private landlords.
2. Supervise activities of program staff and volunteers including service delivery, scheduling, ongoing training, support and performance feedback. Foster a sense of agency team and individual commitment and accomplishment.
3. Coordinate and provide direct services and case management for program participants from intake to transition to permanent housing.
4. Monitor level of physical and emotional safety in-house for residents on an ongoing basis, and take appropriate measures to ensure a safe environment.
5. Promote a diverse, inclusive, and equitable environment and experience for families in the transitional living and supportive housing services programs.
6. Maintains accurate and timely documentation, records, and service statistics.
7. Participates in regularly scheduled 24-hour helpline coverage and backup.

The full job description is available at www.caring-unlimited.org.

Organization Description

Caring Unlimited
POB 590, 965 Main St
Sanford, Maine 04073
www.caring-unlimited.org

Categories: Nonprofit
Job Type: Full/Part Time
Full Time
Annual Salary:
$19.75/hr

Non-Exempt

Job Requirements

The successful candidate will possess
- 2 or more years of related experience and skills in human relations, crisis intervention, peer counseling, individual advocacy, group facilitation, and conflict resolution.
- Ability and desire to work with women and children who are survivors of domestic violence, sexual assault and/or stalking.
• Ability to assess and improve programs through a trauma-informed and culturally responsive lens. Possess an understanding of the impact of systemic oppression and inequity on individuals, families and communities.
• Ability to create and sustain positive working relationships with both paid and unpaid staff, and residents; work with a changing resident population in a community living setting; work with a diverse group; and work independently as well as collaboratively.
• Effective oral/written communication skills.
• Computer skills, including Microsoft Office.

Educational Requirements
• Bachelor’s degree in a related field, or the equivalent in education and closely-related work or personal experience, required.
• Successful completion of required advocacy training within 6 months of hire.
• Knowledge of and sensitivity to the issues of domestic violence, sexual assault, and stalking.

Qualifications may be obtained through work experience, education, personal experience, or a combination of these.

Benefits
Caring Unlimited offers a generous benefits package including health, dental, life, disability and paid time off including 3 weeks of vacation time, twelve holidays and sick time up to seven days per year.

How to Apply
Send cover letter and resume in PDF or Word format by Friday, September 30, 2022, 5:00 pm to mail@caring-unlimited.org with Transitional Housing Coordinator Search in the Subject Line. No phone calls please.

Please note: Applications will be accepted by email only and must be received by the deadline to be considered. Caring Unlimited will consider candidates on a rolling basis. Expected start date: ASAP.

Caring Unlimited is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry or national origin, color, sex, immigration status, age, religion, physical or mental disability, sexual orientation, gender identity or gender expression, family or veteran status, or any other characteristic protected by law. Diverse candidates are encouraged to apply.
JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Transitional Housing Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Residential Programs</td>
</tr>
<tr>
<td>Reports To:</td>
<td>Director of Residential Services</td>
</tr>
<tr>
<td>Supervises:</td>
<td>Transitional Housing Advocate</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>Last Revised/Approved:</td>
<td>September 2021</td>
</tr>
</tbody>
</table>

Position Summary:

The Transitional Housing Coordinator is responsible for overall coordination of the provision of direct services to survivors of domestic violence, sexual assault and/or stalking who are receiving services through Caring Unlimited’s supportive housing services and Transitional Housing Program in order to help them achieve self-identified goals toward establishment of safety and self-sufficiency on exit from program. Plan, organize, supervise and evaluate overall program and staff, both paid and unpaid.

Essential Duties and Responsibilities:

1. Coordinate the ongoing development of the Transitional Housing Program, implement standards of care, policies, procedures, and funder requirements in order to provide high quality services for clients in agency owned units and those housed with private landlords.
2. Supervise activities of program staff and volunteers including service delivery, scheduling, ongoing training, support and performance feedback. Foster a sense of agency team and individual commitment and accomplishment.
3. Coordinate and provide direct services and case management for program participants from intake and assessment to exit from program in accordance with program and funder requirements including housing navigation and transition to permanent housing.
4. Provide referrals, crisis intervention, safety planning, goal setting, advocacy, group facilitation and conflict resolution. Maintain client safety and a supportive community living environment.
5. Advertise program and recruit prospective program participants for transitional housing services in order to ensure an adequate demand for services and full occupancy within the program whenever possible and appropriate.
6. Conduct regular one-to-one meetings with residents and regularly scheduled community support group meetings and house meetings. Refer families to parent support coordinator to meet needs of child residents.
7. Implement and maintain a system for record keeping, files and reporting including development and maintenance of system for eliciting meaningful resident feedback to assist in quality assurance of transitional service program. Gather, interpret and report data to funders as requested.
8. Monitor needs for supplies and materials. Monitor facility and identify any concerns or necessary repairs and maintenance. Work with Residential Programs Director and vendors to meet these needs.
9. Monitor level of physical and emotional safety in-house for residents on an ongoing basis, and take appropriate measures to ensure a safe environment within the houses, including enforcement of safety policies.
10. Promote a diverse, inclusive, and equitable environment and experience for families in the transitional living and supportive housing services programs.

11. Advocates with and acts as contact person with other community agencies and individuals who will be providing services to program participants.

12. Participates in maintaining clean, organized facility and space, turning over apartments when residents move out or in.

13. Maintains accurate and timely documentation, records, and service statistics.

14. Participates in regularly scheduled 24-hour helpline coverage and backup.

Non-Essential Duties and Responsibilities:
1. Participates in local, regional and statewide meetings and trainings as appropriate and assigned.
2. Participates in weekly staff meetings and trainings and routine office coordination.
3. Participates in occasional special projects, including volunteer training, public relations or fundraising efforts as appropriate.
4. Actively and regularly participate in ongoing agency diversity, equity and inclusion work.
5. Performs other tasks and projects as assigned.

General Expectations
1. Be committed to the Agency’s mission, vision and values, with personal qualities of integrity and credibility.
2. Interacts harmoniously and effectively with others, focusing upon the attainment of Agency goals and objectives through a commitment to teamwork.
3. Provides the highest level of client and internal customer service possible.
4. Follows established policies and procedures and complies with all safety requirements.
5. Communicates in an open, respectful and honest manner with everyone, inside and outside the organization.
6. Communicates proactively with the supervisor regarding work flow, problems, suggestions, etc.
8. Performs the required amount of work in a timely fashion with a minimum of errors.
9. Be neat and maintain personal appearance and hygiene as appropriate to the position.
10. Adheres strictly to confidentiality of client, co-worker and internal business information.

Physical Requirements:
The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit (including prolonged sitting), and talk or hear. The employee is also required to use hands and fingers to operate a standard computer keyboard, use a computer, mouse, fax machine, printer and copier, and speak and hear using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may often lift and/or move up to 25 pounds. The employee will engage in activities that require lifting, bending, reaching, moving items, and climbing stairs.

Work Environment:
The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a general office environment where the noise level is low. Work is occasionally stressful and requires ability to multi-task, meet deadlines, and successfully cope with the pressures which are related to the position. Some overtime is required. Requires travel throughout York County, occasional nights and weekends.

Qualifications Needed for Position:
Experience and Skill Requirements: The following experience and skills are considered essential:

- 2 or more years of related experience and skills in human relations, crisis intervention, peer counseling, individual advocacy, group facilitation, and conflict resolution.
- Ability and desire to work with women and children who are survivors of domestic violence, sexual assault and/or stalking.
- Ability to assess and improve programs through a trauma-informed and culturally responsive lens. Possess an understanding of the impact of systemic oppression and inequity on individuals, families and communities.
- Ability to create and sustain positive working relationships with both paid and unpaid staff, and residents; work with a changing resident population in a community living setting; work with a diverse group; and work independently as well as collaboratively.
- Effective oral written communication skills.
- Computer skills, including Microsoft Office.

Education Requirements: The following education requirements are considered essential:

- Bachelor’s degree in a related field, or the equivalent in education and closely-related work or personal experience, required.
- Successful completion of required advocacy training upon hire.
- Knowledge of and sensitivity to the issues of domestic violence, sexual assault, and stalking.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.