

**JOB DESCRIPTION**  
**Shelter Coordinator**

**POSITION TITLE:** Safe Harbor Shelter Coordinator

**REPORTS TO:** Executive Director

**SCHEDULED HOURS:** Varies including nights and weekends as needed. Full-time position including being on-call to assist in case of emergency

**CLASSIFICATION:** Non-Exempt

**BENEFITS:** Health Insurance, Retirement match, Paid Holidays, Vacation and Sick Time

**SUMMARY OF DUTIES:** To provide high quality performance in the day-to-day operation of the Safe Harbor Shelter

**QUALIFICATIONS:**

- Bachelor's Degree in a human service field required
- Minimum of one year experience working with domestic violence and sexual assault victims
- Valid driver's license
- Proof of vehicle insurance
- Sensitivity to issues of family violence, sexual assault, child abuse and neglect
- Sensitivity and awareness of issues related to diversity
- Ability to empower individuals in a time of need
- Community resource coordination
- Ability to work effectively and efficiently with minimal supervision
- Strong oral and written communication skills
- Experience with computers and technology
- Ability to work in complex situations and manage multiple tasks and crisis situations
- Ability to act as a member of a team
- Attention to detail, strong organizational skills

**GENERAL FUNCTIONS:**

- Ensure the safe and available temporary housing by coordinating smooth operation of Safe Harbor and vehicles
- Perform duties on a consistent and regular basis

**DUTIES, RESPONSIBILITIES & EXPECTATIONS:**

**FIRST RESPONSE**

- Recognize and deal with crisis situations in a calm manner.
- Respond to crisis telephone calls, law enforcement calls, crisis counseling requests, and emergency medical needs
- Make appropriate referrals to other service agencies

**CLIENT SUPPORT/ADVOCACY**

- Oversee, coordinate and implement day to day operations of shelter.
- This is to include but not limited to:
  - Ordering, purchasing and monitoring supplies including food, shelter supplies and donations
  - Oversee the overall upkeep of the facility including maintenance, heating and cooling system, security system, fire alarm, fire extinguishers, facility appliances, pest control and cleaning.
- Provide case management, advocacy services, needs such as food and personal items, resources and referrals as appropriate in working with clients.
- Assist victims in completing temporary protection orders and attending court hearings

- Facilitate Domestic Violence Support Group.
- Develop and enforce policies of shelter to ensure safety, security, and confidentiality for clients.

#### **LEADERSHIP RESPONSIBILITIES**

- Supervise Shelter Advocates include but not limited to: shift scheduling, providing training, conducting staff meetings, planning and assigning tasks, evaluating work performed, & assessing training needs.
- Make recommendations to the Executive Director regarding programs, training, budgeting for shelter needs, etc.
- Provide supervision of internship students fulfilling learning opportunities at Safe Harbor.
- Exercise appropriate decision-making regarding shelter services, priorities and staff.

#### **EDUCATION, OUTREACH AND ADVOCACY**

- Network with community & state agencies to remain updated on resources available to shelter clients and establish an awareness of Safe Harbor's mission.
- Promote positive public image of Safe Harbor and the Safe Harbor Shelter by establishing and maintaining community partnerships with agencies throughout the region.
- Assist with training and supervision of team, interns and volunteers
- Represent Safe Harbor at community functions
- Assist in the development of community services
- Attend community function relevant to domestic violence or sexual assault issues

#### **TEAM MEMBER RESPONSIBILITIES**

- Perform other duties as assigned by the Executive Director.
- Articulate and adhere to all policies and procedures as set forth by Safe Harbor.
- Work side by side with the executive director for all agency needs.
- Attend assigned meetings and training
- Work hours as scheduled
- Answer the door and phone
- To prepare reports for monthly Board meetings including inter-agency efforts, clients served, staff issues, and provide education at board meetings.

#### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.