



Residential Coordinator Job Description

Job Summary: The Residential Coordinator is responsible for overseeing the day-to-day operations of the ALC Safehouse. Responsibilities include overall management of the safehouse and supervision of maintenance staff and volunteers. The Residential Coordinator is a direct services position which provides support, advocacy, options and referrals to victims of violent crime including domestic violence and sexual assault. The Residential Coordinator is responsible for maintaining the agency 24-hour crisis line on a rotating basis and reports the Advocacy Director. This position requires a commitment to assisting victims, the ability to establish and maintain professional boundaries, strong communication skills, and the acceptance of social and cultural diversity.

Direct Client Services

- Provide crisis intervention, follow-up, support, advocacy, information and referrals to victims both in-person and over the phone (through 24-hour crisis line).
- Cover the 24-hour crisis line on a rotating basis and respond one-scene to provide emergency services to victims of crime.
- Conduct check-ins with clients and provide necessary follow-up advocacy.
- Assess victim safety and assist with safety planning including the arrangement of safehouse, motel/hotel accommodations or other housing options as needed.
- Provide advocacy on behalf of clients working with community-based systems such as law enforcement, courts, social services, mental health providers, substance use services, etc.
- Identify resources within the community and maintain good working relationships with community programs aiding clients.
- Accompany clients to appointments and meetings to secure financial assistance, explore long-term housing options, discuss childcare options and obtain legal assistance.
- Coordinate group programming for residential participants.
- Immediately report suspected neglect/abuse to Department of Family Services and notify Advocacy Director as needed.
- Provide assistance with other direct services components of programming as needed (including housing, legal, and residential service needs).
- Distribute and collect client surveys, intake data, and all other required information and accurately document information in CAFÉ database.
- Develop and facilitate residential programming for eligible participants, including:
 - Attend to daily needs of safehouse residents. Including distributing food, personal care items and household goods as needed.
 - Hold meetings with safehouse residents to foster a safe safehouse environment.
 - Assign and monitor completion of daily chores with program residents.
 - Identify needs for safehouse facility and communicate needs to Operations Manager when collaboration is necessary.
 - Assess decorative or celebratory activities or plans determined from a diverse, equitable, and inclusive lens for the safehouse.
 - Arrange to recognize client birthdays, move-outs and other relevant milestones.

Indirect Client Services

- Develop, assess, and implement residential programming for survivors of domestic violence and other forms of violence, including:
 - Regularly evaluate the safehouse and maintain high standards for appearance, cleanliness and functionality.
 - Ensure compliance with internal policies and procedures which pertain to the safehouse.
 - Ensure compliance with federal, state and local laws which pertain to the safehouse.
 - Perform safety checks (outlet covers, storage of toxic cleaners, etc.) and immediately resolve any safety concerns in the safehouse.
 - Identify safety concerns which cannot be mitigated immediately and communicate need for immediate attention to the Operations Manager.
 - Clean, sanitize and prepare newly vacated bedrooms, bathrooms, laundry area, living spaces, and playroom as needed for use by clients.
 - Maintain clothing bank and keep volunteers and staff apprised of current donation needs.
- Coordinate, educate, and update Advocacy Team on available residential resources applicable to the needs of our clients. Be the primary point of reference for program specific information.
- Maintain residential program budgets in coordination with the Advocacy Director. This includes tracking inventory and making purchases for safehouse supply needs.
- Submit pertinent and designated regular program reports to Advocacy Director.
- Submit pertinent and designated data and quarterly reporting to Program Sustainability Director.
- Maintain client records through paper documentation and database documentation.
- Participate in scheduled meetings, fundraisers and other agency sponsored events.
- Develop and maintain good working relationships with key local and statewide contacts.
- Maintain professional and effective working relationships with other organizations, community leaders, and ALC's board, staff, and volunteers.
- Foster inclusive residential programming in which all participants are treated equally, regardless of race, ethnicity, national origin, disability, sex, sexual orientation, gender expression, gender identity, or belief systems.
- Perform other related duties as assigned.

Desired Qualifications

- Bachelor's Degree preferred. High School Diploma or Equivalent (G.E.D.) accepted.
- 1-3 years experience working with survivors of violent crimes.
- Background check required.
- Bilingual English/Spanish preferred (bi-lingual bonus offered).

Some evening and weekend work may be involved. This job description subject to periodic review by the Board of Directors. Full-time, benefited, exempt professional position. Salary range: \$42,000- \$47,940. ALC is an Equal Opportunity/Affirmative Action Employer.

Please submit cover letter and resume to clara@advocatesoflakecounty.org.