JOB DESCRIPTION

TITLE: Domestic Violence Shelter Coordinator I

REPORTS TO: Program Manager

SALARY LEVEL: Schedule C – Direct Client Care, Level VI

CLASSIFICATION: Exempt

JOB SUMMARY: Provide operational direction and oversight of assigned domestic violence services, with the advice and consent of the Program Manager. Supervision of assigned staff and domestic violence program volunteers. Provide domestic violence program coverage and services for clients, as required. Assist the Program Manager in service planning, development, reporting, and quality improvement activities.

ESSENTIAL JOB FUNCTIONS

1. Oversee assigned domestic violence services for compliance with grant, domestic violence program certification and agency standards, including the collection and completion of quality assurance and funder non-billables and other data/reports

2. Identify, develop or revise systems, procedures, protocols and forms to meet program needs, and for staff to meet their job responsibilities, with the advice and consent of the Program Manager

3. Monitor program occupancy, productivity, and schedule staff for phone shifts and subject-to-call coverage

4. Communicate service and agency information to staff, including information from meetings, and changes in procedures, protocols and agency requirements.

5. Ensure that facilities provide a safe and healthy living and program environment, including monitoring conditions and implementing changes, as needed

6. Ensure coordination with other programs, divisions, departments and providers.

7. Assist the Program Manager in service planning, program development, reporting, quality improvement activities, and staff meetings

8. Assist the Program Manager in the appropriate resolution of client and provider concerns, and provide advocacy and problem solving at a systems level
9. Orient new employees to job responsibilities and expectations, and provide training in program and agency policies, procedures and protocols

10. Manage scheduling of staff to ensure adequate service coverage

11. Conduct paperwork reviews to ensure that staff documentation meets agency standards.

12. Provide regular supervision to assigned staff, including monitoring sick time use, time off requests, assignment of responsibilities within level, clarification of job expectations, monitoring job performance, staff compliance with agency requirements, and completion of competency evaluations. Immediately report supervision issues to the Program Manager. Maintain documentation of supervision sessions.

13. Provide direct domestic violence services as assigned, including Transitional Living Program and/or Shelter Facilitator services.

14. Maintain a domestic violence volunteer program, including outreach for potential volunteers, volunteer orientation and certification, re-certification of volunteers, and assignment and supervision of volunteer services.

15. Provide guidance to and assist clients in receiving needed domestic violence services, supportive counseling, and basic needs, as appropriate.

16. Maintain timely program documentation, including program statistics, volunteer information, program certification paperwork, and other documentation, as assigned.

17. Maintain timely service documentation. Accurately track client residency information, service hours and other statistics required for internal and external reporting

**PERFORMANCE AND COMPETENCY:**

1. Oversight - Is able to provide operational direction and oversight for the shelter and related services with the support of the program manager. This operational oversight will include ordering supplies, facility maintenance, and safety / health procedures.

2. Supervision - Provides regular supervision and direction to assigned staff regarding completion of all documentation, programmatic expectations, training and orienting new employees, monitoring staff time, etc…

3. Communication - Facilitates and arranges for communication between staff and related services.

4. Program productivity - Demonstrates the ability to monitor program, staff and individual productivity and provide supervision to meet program outcomes.
5. Staff Support - Able to provide guidance and direction to program staff with respect to resolving programmatic and/or client issues and crisis support.

6. Documentation - Is able to keep documentation of client records and follow requirements for written and electronic contractual reporting.

7. Coordination - Able to coordinate and schedule staff coverage for facility, program and client needs.

QUALIFICATIONS:

Education
Bachelors degree plus two years relevant experience, or Associates Degree plus four years relevant experience

Experience
One year supervisory experience or four years relevant direct domestic violence experience required.

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Schedule, Level Only Revision: 7/1/05
Minor Amendment to Remove List of Positions Supervised 10/1/06
Job Description: 5/10