



Intervention Support Services Coordinator – Residential Services

We are currently seeking an experienced DV professional to coordinate residential services and activities, and to participate in program administration and development functions at STAND!'s 24-bed emergency shelter and seven-unit transitional housing programs.

This position's primary focus is to ensure all participants in STAND!'s residential programs experience trauma-informed, client-centered services. The Coordinator's work includes conducting compassionate client intakes/orientations and exits; coordinating residential programming, and supporting work related to facilities management and staff schedules. They support the Residential Services Manager's work orienting, training, and developing residential staff with the goal of building staff competencies, consistent, high-quality services, and agency-wide service integration.

All Intervention Service Coordinators participate in a weekend / holiday standby rotation where they are on call for around one weekend per month to support crisis line and shelter staff when complex or emergency situations arise. Support is typically through a phone call or text response (Coordinators are rarely required to report onsite), so Coordinators are not restricted in terms of travel or activities while on standby. A per-shift stipend is payable for standby time.

The Coordinator spends up to 25% or 10 hours/week engaged in these responsibilities, with the remainder of their schedule in direct service work.

Primary Duties and Essential Functions

1. Coordinate policies, procedures, and service delivery to ensure streamlined quality services and a positive experience for all residents (adults and children).
2. Work with Manager to identify areas of improvement, seek/implements solutions; ensure program meets grant funders and agency-defined outputs and outcomes.
3. Coordinate day-to-day operations of the Emergency Shelter and Transitional Housing programs. Conduct intakes / orientations, casework, and client exits.
4. Coordinate daily programming that strengthens the community: participate in programming development and evaluation, liaise with group / meeting facilitators, provide support and guidance to maintain programming consistent with program goals and values.
5. Maintain up to date DV curriculum and facilitate weekly Domestic Violence groups and weekly Community Meetings.
6. Coordinate with Children's Caseworker to ensure children's programming is available alongside adult programming.
7. Monitor aftercare services provided by DV caseworkers, as part of monitoring successful client exits and improving client outcomes.
8. Monitor and replenish client transportation assistance.
9. Organize monthly shelter and transitional housing donations.
10. Work with manager to ensure adequate coverage at all times. Assist with staff scheduling.
11. Organize and track program supplies on a quarterly basis or as needed.
12. Receive, submit, and follow up on maintenance requests, identify facility/maintenance needs, and vehicle gas/maintenance needs. Communicate effectively and timely with Facilities Manager to ensure facility needs are addressed efficiently. Prioritizes and immediately reports on issues of safety.
13. Participate with the Manager in Safety Committee and act as safety representative for the residential facility. Implement safety protocols onsite.
14. Enroll/terminate client records in STAND!'s client database and supports data management. Ensure the consistency and integrity of data entered by others.
15. Research and implement evidence based practices and help develop program goals.
16. Collaborate with STAND!'s Development and Marketing Department to obtain necessary program donations.
17. Partner with Residential Manager, Volunteers Manager, and Operations Director to coordinate group volunteer projects occurring on site. Supports volunteer projects and timelines. Keeps facility staff informed about projects.

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18. Participate in training and on-boarding of staff and volunteers.
19. Develop and maintain community partnerships.

Secondary Duties

1. Provide high quality, trauma informed case-management services.
2. Work alongside Crisis Line staff to bring in new shelter residents; including emergency response to the community.
3. May facilitate weekly team meetings, community meetings, or other client/provider meetings in absence of Manager.
4. Represent STAND! on community task forces and committees, as assigned.
5. Submit timely monthly reports with supporting documentation/data/reports.

Qualifications:

1. B.A in social work, counseling or related field or equivalent experience.
2. Ability to prioritize safety and client's needs in crisis situations.
3. Strong oral and written communication.
4. Excellent organization skills, attention to detail, and outcome driven.
5. Proficiency in computer skills, especially using Outlook, Word, Excel and customized databases.
6. 2-4 years' experience in residential services, crisis management, and safety planning.
7. 2-4 years' experience in case management.
8. Experience fostering a staff team, providing guidance, and valuing staff accountability.

STAND! considers the following competencies essential to all roles:

- Demonstrated openness to learning, unlearning, growth, and change.
- Deep understanding of the complex issue of DV.
- Ability to work with people from diverse backgrounds.
- Commitment to maintain shelter-site confidentiality.
- Ability to maintain appropriate boundaries with clients in all circumstances.
- Access to a reliable vehicle, valid California driver's license held for 3+ years, clean driving record, and proof of insurance. (MVR will be run prior to hire and periodically thereafter)

Employment with STAND! is contingent upon acceptable fingerprint / criminal history record, and completion of Form I-9. Continued employment is contingent upon successful completion of the agency's mission-related required training.

Preferred Qualifications:

1. Bilingual Spanish/English skills
2. 2-4 years' experience in residential services, crisis management, and safety planning for DV survivors
3. 2-4 years' experience in crisis management for DV survivors
4. 1 years' experience training coworkers and staff of other organizations

To apply:

Current STAND! employees who are interested and meet the required qualifications should apply by emailing a **cover letter, resume, and completed Internal Transfer/Promotion form** to: resume@standffov.org by **5pm Friday November 17**.

External applicants should email their cover letter, resume and the names of three supervisory references to resume@standffov.org
Please put "ISCR" in the subject line of your email.

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STAND! For Families Free of Violence is an Equal Opportunity Employer committed to staff diversity. We welcome applications from qualified individuals of all backgrounds.