

Position Posting: Shelter Operations Coordinator

Posting Date: November 1, 2019

Position Title: Shelter Operations Coordinator

Classification: Nonexempt, Full-time

Reports to: Residential Services Director

Primary Worksite: Confidential, Orange County

Anticipated Start Date: ASAP

Safe Homes of Orange County is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, throughout Orange and Sullivan Counties.

Role Summary:

The Shelter Operations Coordinator is primarily responsible for the overall operating and maintenance activities at the agency's shelter facility where comprehensive services are provided to individuals and families. They will ensure that all necessary provisions and maintenance needs are addressed in a routine and timely manner. When necessary, they will support the provision of direct services to victims/survivors around needs arising from, but not limited to, intimate partner violence, human trafficking, teen dating violence, sexual violence, and other types of crime victimization.

Duties and Responsibilities (shall include but not be limited to):

Essential Areas of Work

- Proactively and consistently maintain high safety standards and compliance with State and local licensing agency regulations and guidelines, including safety checks and fire drills;
- Monitor supply, organize and maintain adequate on-hand inventory of food, equipment, household goods and donations, including dishes, utensils, cookware, linens, bedding, cleaning supplies, personal hygiene products, etc. for daily use.
- Coordinate supply orders and shopping based on program needs, and in accordance with agency funding limits and guidelines.
- Facilitate weekly community living group with adults in shelter, which includes coordination of meal planning, review of weekly chores, assistance with communal living issues, education on fire safety, education on universal precautions, meal preparation and nutrition. Plan and coordinate preparation of a healthy meal for community living group.
- Assess maintenance needs of properties, communicate directly to supervisor, and ensure proactive follow up to address identified or potential issues.
- Manage relationships with contractors and vendors, obtain necessary estimates to address potential maintenance needs, schedule and oversee maintenance projects and upkeep, and ensure timely submission of unpaid invoices and shopping expenditures to supervisor.
- Maintain accurate records for work orders, inspections, inventory etc.
- Proactively monitor the overall condition of the shelter, and ensure the maintenance of a clean, welcoming environment for individuals accessing services, including clean and prepare bedrooms for individuals and families accessing shelter.
- Ensure prompt response to all urgent maintenance needs and repairs, and immediately document and report any damage.

Program-Related

- Attend and actively participate in regular supervision with Residential Services Director.
- Attend and actively participate in program-specific and agency-wide staff/team meetings.
- Attend and actively participate in webinars, in-service trainings, and external trainings, as appropriate.
- Attend and actively participate in awareness month activities and agency events for clients.
- Actively participate in maintaining a clean, welcoming environment throughout the agency.

Administrative

- Maintain the confidentiality of clients, staff, volunteers, and agency information. Exceptions include information pertaining to child abuse, danger to self or others, or in response to an authorized release of information.
- Adhere to agency policies and protocols related to the security of electronic client service records. Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of outreach, training, and other work tasks are complete and up-to-date and submitted to supervisor as directed.
- Ensure timely response and follow up to email communication and voicemail messages.

Organizational Relationships

- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Residential Services Director and other supervisory staff, as appropriate, to understand and accomplish position responsibilities.
- Work closely and collaboratively with agency staff within the Family Justice Center, residential settings, and collocated office spaces. Work with Residential Advocates to rectify operational issues raised by staff and shelter residents.
- Work closely and collaboratively with community partner organizations while supporting the advocacy needs of clients.

Other

- As needed and available, provide culturally-informed, trauma-responsive crisis intervention, and nonjudgmental, supportive comprehensive services to clients, including, but not limited to: assessments; intakes; discharges; individual and/or group supportive counseling; advocacy and accompaniment; follow-up contact, as safe and appropriate, and outreach; and information and referrals.
- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.
- Other duties as assigned by immediate and/or other supervisors to support a safe, cohesive environment in shelter.
- Staff members are encouraged to be flexible and responsive to changes in scope of duties.

Work hours: 40 hours per week; Sunday through Thursday, 12pm to 8pm; flexibility around evenings, weekends and holidays; one holiday per year required.

Requirements:

- 2-year degree in liberal arts, human services, or related field, or equivalent work experience in providing direct crisis counseling and/or advocacy services to victims/survivors of intersecting forms of violence and abuse.
- Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Ability to work in a fast paced, crisis oriented environment: assess priorities, take initiative, handle multiple assignments and meet deadlines;
- Ability to work independently as well as cooperatively with a team, with a willingness to appreciate different points of view and problem solve in a constructive manner.
- Investment in ongoing professional growth and development, learning, and skill-building.
- Excellent written and oral communication, organizational and time management skills.
- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and community.
- Demonstrates good judgment with the ability to make timely and sound decisions
- Experience with data management and knowledge of Microsoft Word and Excel, and other database applications.
- Ability to lift up to 50 pounds, navigate stairs, and periods of sitting, standing and movement required.
- Travel extensively between the agency's office sites and other locations throughout the service region.
- A valid, insurable driver's license and reliable transportation.

Desired:

- Bilingual/bicultural candidates strongly encouraged to apply.

Conditions of Employment:

- All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

NO PHONE CALLS PLEASE.

Applicants may email, mail, or fax resume **with** cover letter, including why you are interested in this position:

Subject line must read: Shelter Operations Coordinator

Attention: Stephanie Molinelli

Email: smolinelli@safehomesorangecounty.org

Fax: 845-562-0180

Safe Homes of Orange County is an equal opportunity employer committed to a diverse, culturally inclusive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.