



# Job Description | Residential Coordinator, FT

**Position Title:** Residential Coordinator  
**Supervisor:** Director of Residential Services  
**FLSA Status:** Exempt

**Schedule:** Monday-Friday, 8PM-4AM  
**Employment Status:** Full Time (40 Hours)  
**Salary Range:** \$41,200

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**Residential Coordinators** are responsible for providing support, client management, and operation of the facilities to clients living in the Safe House and HopeWorks Emergency Shelter, a 24-hour emergency shelter for individuals and families fleeing domestic and sexual violence. This position maintains responsibility for the Safe House on a 24 hour basis, 7 days per week, 365 days per year. Applicants may work day shifts, evening shifts, or overnight shifts, as determined in consultation with the Residential Director.

**Online Application Link:**

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=84069&clientkey=57F0B2A019C74484C2E21C815D921A34>.

Residential Coordinators are considered essential employees. Therefore, they are expected to work when the main office may be closed (Weather, Holidays, etc.). Holiday pay is offered to employees who work on the given holiday that is eligible. HopeWorks staff, Board, and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo including racism, poverty, and gendered violence. The successful candidate will have an understanding of the root causes of sexual and intimate partner violence and a commitment to social justice, as well as the skills necessary to provide organized facility management and trauma-informed care to residential clients. Residential Coordinators will work out of HopeWorks' confidential emergency shelter, known as "Safe House".

**Minimum Qualifications:**

- Knowledge, skill, and experience working in human services, social work, or criminal justice. Bachelors degree in psychology, human services, social work, criminal justice, or related field (preferred)
- Previous shelter, family violence or sexual assault experience (preferred)
- Excellent oral and written communication skills
- Passionate about the mission and philosophy of HopeWorks
- Team oriented and believes in a strengths-based approach to providing trauma-informed services
- Current drivers license and reliable transportation with up-to-date insurance
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software
- Ability to complete tasks with minimal supervision
- Experience, ability, and willingness to work as a team with diversified staff
- Able to implement a strengths-based approach to providing trauma-informed services

**Essential Duties and Responsibilities:**

**ADVOCACY/CLIENT CARE**

- Provide day-to-day support to residents in emergency shelter
- Complete intake and exit assessments as needed, managing related documentation with accuracy and timeliness
- Provide crisis intervention, safety planning, and residential assessments to hotline callers and current clients
- Deescalate client crisis and mediate conflict between clients
- When needed and in consultation with the victim advocacy team, advocate with other agencies on behalf of clients

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- When needed an in consultation with the victim advocacy team, assist with the completion of public benefits, housing and other applications as needed
- Provide residency verifications
- Facilitate weekly house meetings and/or skill development workshops focused on increasing clients ability to work through trauma, adjust to life in shelter, and move towards independence
- Utilize the agency vehicle to provide transportation to clients as needed

### PROGRAM MANAGEMENT SUPPORT

- Accurately complete client paperwork and compile reports as needed
- Document and communicate all pertinent information/issues for the following shifts
- Conduct daily house checks and report any maintenance concerns to appropriate staff
- Attend residential staff meetings
- Ensure that the physical appearance of all residential facilities meets agency standards regarding health, safety, and sanitation, including but not limited to trash removal
- Participate in regular supervision with Residential Director and Residential Manager to promote the provision of quality services
- Other duties as assigned

### Competencies:

An individual should demonstrate the following competencies to perform the essential functions of this position.

#### Dealing with Ambiguity

Can effectively cope with uncertainty, change, and be comfortable in situations that do not explicitly have written standards. Tolerate and be comfortable with risk and uncertainty.

#### Approachability

Being accessible, consciously breaking down perceived barriers, having appropriate body language, and using verbal communication for program participants and co-workers to feel comfortable bring and discussing feedback.

#### Compassion

Show kindness, care, and a willingness to help and support others, including program participants and co-workers

#### Problem Solving

Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.

#### Communication: Oral and Written

Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.

#### Judgment

Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.

**Crisis Intervention**

Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional or behavioral distress.

**Crisis Management**

Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.

**Commitment to Social Change and Social Justice**

Willing and able to approach their work with an understanding and appreciation of social change and social justice issues.

**Planning and Organization**

Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.

**Professionalism**

Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.

**Safety and Security**

Observes safety and security procedures, and uses equipment and materials properly.

**Diversity & Equity**

Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.

**Physical Demands**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any

other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

**TO APPLY:** Applicants must complete an online application and submit a resume and letter of interest. Applications submitted without a cover letter and resume will not be reviewed. The review of applications will begin immediately and continue until the position is filled.

### Online Application Link:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=84069&clientkey=57F0B2A019C74484C2E21C815D921A34>.

Due to the high volume of applications, we receive, we will only respond to applicants whose candidacy is being considered.

No phone calls please.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.