

SAMARITAN HOUSE

Job Description

Position: Residential Coordinator	Approved on: June 5, 2019
Reports to: Regional Crisis Services Supervisor	Revision Date: September 10, 2019
<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Direct Client Services

Position Summary: The Residential Coordinator is responsible for the daily operations and service delivery within the Intake Department. The coordinator is responsible for conducting crisis interviews with callers and walk-ins, screening requests for shelter, and conducting intake assessments. The Residential Coordinator also maintains a secure and safe atmosphere for program participants to stabilize and develop coping skills, ensuring residents are adhering to program policies, and work with residents on life and behavioral skills as they arise in the domestic sphere.

Job Responsibilities:

1. Screen all requests for shelter or assistance, conduct intake assessments, assign residents to shelter, conduct crisis interviews with callers as needed, secure transportation and placement for callers who are in immediate danger and provide information and referrals as appropriate.
2. Complete all necessary paperwork in response to calls, document interventions, complete appropriate referrals to Case Managers, Victim Advocates and complete statistical information.
3. Accompany and orient new shelter residents to their designated shelter.
4. May be required to respond to crisis events as they arise at the shelters. Inform supervisory back-up staff and Case Manager of all emergency situations in shelter as soon as possible.
5. Promote a sense of community by teaching and modeling cooperation, respect, and responsibility in the residential living environment; encouraging residents to interact with one another and creating opportunities for residents to develop healthy relationships and boundaries.
6. Serve as point of contact for house needs surrounding maintenance and repairs, keeping direct service teams updated on any property needs.
7. Assist clients with the development of life skills such as grocery shopping, conflict resolution and the completion of day-to-day household chores.
8. Facilitate monthly house meetings for residents at each shelter site as needed.
9. Attend trainings on human trafficking, domestic violence, sexual assault, ethical/professional boundaries and practices, organization policies and procedures, etc.
10. Ensure residents are abiding by Samaritan House Residential Rules and Regulations; issuing warning and exit letters.
11. The Residential Coordinator is expected to use good judgement when interacting with participants knowing when to refer the client to their case manager.
12. Other duties as assigned.

Required Background:

- A bachelor's degree in social work, gender or women's studies, counseling or other related disciplines is preferred. Length of work experience is considered.
- Working knowledge of issues as they relate to domestic/sexual violence and human trafficking.
- At least one year experience in crisis intervention work with victims of violence.
- Valid Virginia Driver's License
- CPR certified with adults and children within six months of hire.
- Must pass criminal background checks.

Required Skills:

- Knowledge of and adherence to agency mission, policies and procedures, including Code of Conduct and mandatory reporting requirements.
- Knowledge of dynamics of sexual and domestic violence and human trafficking.
- Knowledge of human development theory across the lifespan.
- Knowledge and application of group dynamics theory and practice.
- Knowledge of a wide range of models of practice in counseling and advocacy (feminist, humanist, empowerment models).
- Versed in the principles of empowerment and able to demonstrate this in all interactions with clients and staff.
- Ability to read, write and communicate in English.
- Ability to work within a team model of service delivery, demonstrating sound judgement, ethical standards and professional boundaries.
- Demonstrated ability to follow directions, with thorough working knowledge of house management and home safety standards in a residential neighborhood setting.
- Ability to understand needs and behaviors of human trafficking survivors or other highly traumatized populations.
- Must be creative, assertive, energetic and flexible.

Required Physical Skills:

- Ability to operate a motor vehicle; a car, truck, and van
- Ability to use a computer and telephone
- Ability to conduct and attend meetings
- Ability to lift 25 pounds
- Ability to walk, climb and reach

Salary: Based on experience and qualifications. This is a full-time position with benefits. Please submit resume and job application to

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