

SAMARITAN HOUSE

Job Description

Position: Weekend Intake Coordinator	Approved on: August 18, 2016
Reports to: Crisis Services Supervisor	Revision Date: October 18, 2023, June 14, 2024
<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	<input type="checkbox"/> Administrative <input checked="" type="checkbox"/> Direct Client Services

Position Summary: The incumbent is responsible for providing emergency intervention by responding to calls from the Samaritan House Hotline during your shift. Shifts are in-office/emergency housing from 7am-3pm, or 2pm-10pm. Weekend overnight shifts 10pm-7am Friday through Sunday are hybrid remote and in office/emergency housing as needed. The incumbent is also responsible for the oversight of the emergency houses during their shift. This includes shelter visits, crisis intervention, and immediate enforcement of house rules and guidelines that pose a threat to the health and well-being of other residents as well as emergency intakes for victims of domestic violence or homeless families.

Job Responsibilities:

1. Respond to crises as they arise at emergency housing locations. Apprise supervisory back-up staff of all emergency situations in shelter as soon as possible.
2. Perform all procedures related to communication across shifts, documentation, record keeping, and reporting.
3. Conduct intake assessments and crisis interviews with callers referred to the Hotline.
4. Secure transportation and placement for referred participants and provide information and referral as appropriate.
5. Redirect any walk-in clients to the Hotline.
6. Complete all necessary paperwork in response to calls, document interventions, complete incident reports and appropriate referrals to Case Managers, Victim Advocates, or other community partners.
7. Assist victims in obtaining emergency protective orders and provide accompaniment to the magistrate's office as needed for emergency housing participants.
8. Visit emergency houses as designated by the Crisis Services Supervisor or the Program Director during their shift.
9. Maintain and update database of callers who are seeking emergency housing services and services offered by intake staff.
10. Assist with electronic case management and data entry.
11. Maintain census of clients and submit maintenance requests for emergency housing needs as needed.
12. Assist with office duties, including filing, photocopying, organizing, etc.
13. Ability to work holidays as needed.
14. Other duties as assigned.

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Preferred Background:

- A bachelor's degree in social work, human services, counseling, criminal justice, or other related disciplines is preferred.
- At least one year experience in crisis intervention work with victim of domestic violence and homelessness or other related disciplines
- Working knowledge of issues as they relate to domestic violence and homelessness.

Required Skills:

- Versed in the dynamics of domestic violence and current teachings on power and control as articulated in the domestic violence literature
- Versed in the principles of empowerment and able to demonstrate this in all interactions with clients volunteers and staff
- Ability to read, write and communicate in English
- Ability to work within a team model of service delivery
- Possess reliable transportation
- Possess a valid Virginia Drivers License and a reasonably clean driving record
- Current CPR certification or ability to be certified within 90 days of employment.
- Well versed in data entry and computer knowledge. Excel, Word, and electronic filing systems.

Required Physical Skills:

- Ability to lift 25 pounds
- Ability to operate a motor vehicle, a car, truck and/or van
- Ability to walk, climb and reach
- Ability to conduct & attend meeting

Salary: \$18.71. Please submit resume and job applications to:

Theresa Lindsey
Director of Operations

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Samaritan House, Inc.
2620 Southern Blvd.
Virginia Beach, VA 23452
757 631-0710 ext 253
757 631-0747 (fax)
theresal@samaritanhouseva.org

Please download and complete Job Application form at: www.samaritanhouseva.org

Samaritan House Inc. is committed to a non-discrimination policy of equal opportunity for all persons and does not discriminate based on race, ethnicity, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, limited English proficiency, immigration status or veteran status in employment, services and or volunteer opportunity.