

SHELTER COORDINATOR POSTING (2-9-23)

This is a permanent full-time position designated for 40 hours per week.

A combination of daytime and evening hours. Supervisory experienced required. \$24.50/Hr.

Please send Resume and Cover Letter to Ruth Carter at rcarter@hopedv.org.

Direct Service Responsibilities

1. Provide voluntary, non-discriminatory, ethical, and accessible services for all clients
 - a. Work with a variety of individuals and groups in a constructive manner while appreciating the unique contributions of individuals from varied culture, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity.
2. Provide crisis line response.
3. Document direct service to clients and maintain client records in a timely and accurate manner.
4. Provide domestic abuse support and education to clients and others who contact the agency.
5. Provide advocacy on behalf of individuals and families with outside agencies in the community in order to assist clients in achieving their identified goals.
6. Provide regular service planning and safety planning for shelter clients.
7. Provide information and referrals.
8. Provide explanation of shelter policies and procedures.
9. Assess eligibility for shelter service and provide appropriate referrals, as needed.
10. Enter and orient current shelter clients.
11. Provide transportation in accordance with HOPE's Personnel Policies to assist clients with access to resources.

Staff Responsibilities

1. Maintain confidentiality of all clients and uphold duties as a mandated reporter of child abuse.
2. Participate in continuing education, training, and follow developments in the field of domestic violence including Attorney General VCVA Trainings.
3. Participate in staff meetings, case management, supervisor meetings, and in-service trainings.
4. Provide training of staff and volunteers for 40-hour domestic violence training.
5. Provide time sheet documentation, PAR, and daily logs for all funding sources related to the position.
6. Maintain an understanding of HOPE of Ogle County Policies and Procedures.
7. Supervise and delegate tasks to Domestic Violence Advocates and Domestic Violence Advocate/Shelter and EES Case Manager.
8. Supervise and delegate tasks to Domestic Violence Advocate Interns.
9. Setting up and scheduling shelter advocate and Shelter Advocate/Shelter and EES Case Manager schedules and shifts to maintain 24/7 coverage.
10. Evaluate documentation and paperwork of Domestic Violence Advocates, Domestic Violence Advocate/Shelter and EES Case Manager, and Interns.
11. Communicate essential information regarding service provision of shelter clients to other staff.
12. Maintain the condition of the shelter, including, but not limited to, cleaning after a client exits shelter, picking up toys in the yard, cleaning appliance, and sorting through donations.

13. Remain available to work on holidays and fill in during vacations and absences in order to assist in maintaining 24-hour availability to victims of domestic violence.
14. Provide shelter staff performance evaluations on at least a yearly basis.
15. Remain available to assist shelter clients with varying needs.
16. Perform other duties as assigned by the Executive Director.

Qualifications

1. Bachelor's Degree or equivalent experience in human services.
2. Ability to maintain confidentiality in accordance with IDVA.
3. Excellent verbal and written communication skills.
4. Ability to set limits and priorities.
5. Working knowledge of Microsoft Word and an ability to learn other basic Microsoft templates.

Requirements

1. Willingness to submit to a LEADS Criminal Background Check with specifications and a CANTS (DCFS) background check.
2. Completion of (or willingness to complete) the 40-Hour Domestic Violence Training.
3. Ability to obtain ICDVP (Illinois Certified Domestic Violence Professional) Certification to fulfill supervisory requirements.
4. Ability to drive a car and maintain auto insurance.
5. Ability to use a computer, standard phone equipment, and electronic office equipment.