



Position: Residential Services Evening Program Coordinator
Department: Residential Services
Reports To: Residential Services Director

Date: July 2008
Status: Exempt

JOB FUNCTIONS:

- Responsible for implementing agency policies and procedures.
- Oversee shelter programming, milieu management and hotline services, under the direction of the Residential Services Director.
- Provide supervision and training to Residential Services staff including: evening RFC's, & PerDiems.
- Provide work direction for shelter volunteers
- Facilitate team case management meetings, evening per diem meetings, and shift hand off.
- Provide crisis intervention, advocacy and short-term counseling to individuals and families in shelter and on the hotline. Provide back-up case management as needed.
- Develop, supervise and evaluate evening residential groups. Facilitate educational / community support groups as needed.
- Assist with client intakes and exits as needed.
- Develop and maintain community partnerships that relate to residential programming.
- Communicate with DHS for emergency housing, eligibility, extensions and fair hearings.
- Co-facilitate agency trainings including ABW Orientation, Direct Service Orientation and A Windows Between Worlds.
- Attend and participate in agency meetings as required.
- Provide administrative on-call coverage for the agency & shelter.
- Facilitate data tracking and collection by staff.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.
- Other duties as assigned.

JOB REQUIREMENTS:

EDUCATION: Associates Degree, BSW preferred, or related degree and experience.

EXPERIENCE: A minimum of three to five years of supervisory experience, preferably in a residential setting, and successful experience working with families in crisis.

MENTAL DEMANDS: Ability to deal with a variety of emotions and frustrations in making decisions, communicate with a variety of people, work independently and maintain strict confidences. Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.

PHYSICAL DEMANDS: Ability to sit, stand, bend, reach, climb stairs, lift up to 30 pounds, and the manual dexterity to operate standard office machines, such as, computers, fax machines, copiers and telephones.

SKILLS: Strong leadership, management, counseling, communication and organizational skills. The ability to integrate diversified functions, including administrative functions. Understanding, influencing and serving others are important attributes in this position. The ability to select, develop and motivate people and create a positive work environment. The ability to display a high degree of professionalism while keeping difficult situations in proper perspective.

SUPERVISORY RESPONSIBILITIES: Supervise residential services full time and per diem staff.

OTHER: Annual TB test required. CPR and First Aid certifications required.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT.