

Montgomery Area Family Violence Program, Inc.  
DBA Family Sunshine Center

**Position Title:** Shelter Services Coordinator  
**Reports to:** Director of Residential Programs  
**Status:** Full-Time, Exempt  
**Work Site:** Human Trafficking Shelter  
**Summary:** The Shelter Services Coordinator is responsible for coordinating client services in the HT Shelter including answering client calls, assessing client needs, managing statistical data for grant reports, managing House Managers and Relief Staff and coordinating with Residential Supervisor on Shelter needs and culture in accordance with FSC policy and procedures.

**Responsibilities**

1. Manage the day-to-day operations of central office including monitoring facility access and security;
2. Supervise House Managers, weekend, and relief staff;
3. Supervise data collection efforts, including training HT staff and collaborating with the Analytics Coordinator to resolve any noted issues;
4. Compile and prepare client reports, statistics, handbooks, case files, and other paperwork to ensure continuation of client services;
5. Develop and maintain client filing and record keeping system to include storing necessary records electronically;
6. Answer and screen all incoming telephone calls to clients, staff or their voicemail. Take messages for calls to clients and process client mail;
7. Act as purchasing agent for shelter responsible for receiving requests and ordering supplies as appropriate;
8. Assist in answering crisis calls and completing victim shelter assessments. Provide needed resources to callers;
9. Coordinate the hotline calendar and ensure training provided for all shelter volunteers in providing quality services to all clients;
10. Ensure clients comply with all program guidelines and procedures and coordinate write-ups and formal warnings with the Residential Supervisor;
11. Establish and maintain a positive and professional environment for clients and staff that is consistent with FSC values and standards;
12. Ensure all annual trainings and quarterly meetings are scheduled and documented for all shelter staff;
13. Develop and maintain shelter staff schedule to include morning, evening/late night, holiday and weekend hours;

14. Provide support and professional back-up to other shelter staff and direct services to shelter clients and their children as needed;
15. Provide continual training and development for Shelter staff, relief and volunteer workers (i.e., trauma informed care, policy and procedures in accordance with FSC policy);
16. Coordinate ongoing cleaning and maintenance for the shelter, including but not limited to ensuring rooms are made ready for new clients and daily cleaning assignments are completed by staff for common areas;
17. Provides crisis intervention as needed, including determining when it is necessary to involve other staff, administration or the authorities;
18. Perform other duties as assigned by the Residential Supervisor.

### **Qualifications**

- Associates Degree in social services, business, or related field
- 2 years' experience in a Social Service agency
- Demonstrable knowledge of assisting human trafficking victims preferred
- Experience in a residential facility preferred

### **Knowledge, Skills and Abilities**

- Ability to maintain poise and self-control in critical and high intensity crisis situations;
- Ability to communicate with and be sensitive to the needs of people of various backgrounds;
- Knowledge of trauma-informed best practices;
- Ability to determine and prioritize appropriate victim services;
- Ability to learn and effectively use software applications for the collection and storage client data and information;
- Ability to work well with others in a collaborative learning environment;
- Ability to identify and use community resources;
- Ability to focus and prioritize multiple projects simultaneously and meet deadlines;
- Ability to complete and maintain cardiopulmonary resuscitation (CPR) and mental health first aid certification
- Exhibits strong verbal and written communication skills;
- Strong computer skills in current Microsoft 365 applications. **Travel Requirements**
- Ability to travel to local meetings and trainings as needed.
- Valid Alabama driver's license and automobile insurance required.

### **Physical Demands**

- Ability to climb stairs and lift light boxes and materials as needed.
- Ability to sit in a designated area and monitor security monitors and central office for prolonged periods of time

I have received, reviewed and fully understand the job description for Shelter Services Coordinator. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.

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Employee Name

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Date

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Employee Signature