

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 the delivery of client services in the HT Shelter program including directing crisis response efforts, identifying and addressing client needs, managing statistical data for grant reports, supervising House Managers and Relief Staff, and coordinating with Director of Residential Programs regarding the needs and culture of the HT Shelter program, in accordance with FSC policy and procedures.

Responsibilities

1. Manage the day-to-day operations of the HT Shelter including monitoring facility access and security, purchasing, cleaning, and maintenance.
2. Schedule and supervise HT Shelter staff, including the provision of ongoing training and staff development efforts.
3. Lead data collection efforts, including training HT staff and collaborating with the Victim Services 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. Maintains clients' records by reviewing case notes; logging events and progress in agency database.
7. Determine clients' service needs through the coordination of intake interviews; the determination of need for therapeutic medical, psycho-social, and psychiatric evaluations; and the review of therapist evaluations, treatment objectives, and plans.
8. Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
9. Coordinate client services to include information, education, transportation, activities, and groups regarding identified areas of need and interest.
10. Prepare victims for therapeutic interaction with law enforcement.
11. Prepares clients for discharge by reviewing and amplifying client goals; coordinating discharge and post-discharge requirements; and providing community resources.
12. Ensure clients comply with all program guidelines and procedures and coordinate write-ups and formal warnings with the Director of Residential Programs;
13. Establish and maintain a positive and professional environment for clients and staff that is consistent with FSC values and standards;

14. Ensure all annual trainings and quarterly meetings are scheduled and documented for all HT shelter staff;
15. Coordinate 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. Provides crisis intervention as needed, including determining when it is necessary to involve other staff, administration or the authorities;
17. Submit complete and accurate client data, statistical reports, and evaluations, on a timely basis, and comply with other reporting requirements as required by agency policies and procedures.
18. Perform other duties as assigned by the Director of Residential Programs.

Qualifications

- Bachelor's Degree in social services, or related field; MSW preferred
- 5 years' experience in a Social Service agency
- Experience working victims of trafficking preferred
- Experience in a residential facility preferred
- Supervision experience 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.

Employee Name

Date

Employee Signature