



Vision: Break the cycle of abuse and restore hope for each woman and child

## **JOB DESCRIPTION**

**Job Title:** Care Coordinator

### **Qualifications:**

- Dedication to the mission and vision of Restoration Village
- Adherence to the shelter's values to Restore Dignity, Renew Hope and Rebuild Lives
- Provide trauma-informed services
- Bachelor's Degree in social work, human services, or related field. Documented experience may substitute for educational level.
- Experience in social services and/or family violence
- Able to follow instructions and work without supervision
- Able to multitask
- Able to remain calm in a crisis
- Able to demonstrate support of people of different lifestyles, beliefs, races, and temperaments (work equally with resistant and non-resistant clients)
- Able to work a flexible schedule as needed
- Exemplify supervisory skills necessary to manage a team of professionals.
- Able to demonstrate patience with clients of all ages
- No prior felony convictions for violent offenses. Background checks will be required.

### **Job Description:**

- Conduct case management for in-shelter clients, including assisting clients with setting goals, supporting their efforts, and connecting them with resources
- Maintain client data and documentation, including intake/departure forms and client files
- Answer shelter crisis line, assess needs, and provide services and referrals to callers
- Maintain the safety of the shelter facility by promoting healthy communal living strategies, following emergency procedures, and addressing safety concerns
- Perform on-call duties as assigned, minimum of 1 week/month
- Coordinate services with other social service agencies on behalf of clients, when necessary
- Work with other team members and Director to communicate details of case management and coordinate efforts in serving clients
- Attend regular staff meetings, meet weekly with child advocate, resident coordinator, program director, counselor(s), supervisor, and other meetings as requested. Communicate daily with all team members as needed on behalf of clients.
- Assist development director and business director with grant criteria as requested.
- Assist Resident Coordinator with storage room and contents for resident use

- Provide monthly advocacy report for Board of Directors and weekly report to Director/Program Director
- Participate in public relations, education activities, and public speaking as requested.
- Provide transportation for client's appointments, court hearings, and other needful appointments or transportation needs in connection with client goal plan, as needed
- Supervise intern and resident work as needed for resident-to-work program and/or community service hours.
- Other duties as assigned

**Supervisor:** Director of Programs / Executive Director

Care Coordinator Signature \_\_\_\_\_

Executive Director Signature \_\_\_\_\_

Salary \_\_\_\_\_

Date \_\_\_\_\_