

TITLE: **Domestic Violence Services Residential Coordinator**
\$55k Annually

RESPONSIBLE TO: Executive Director

JOB SUMMARY: The Domestic Violence Shelter Coordinator assumes responsibility for providing leadership for a self-supporting service through partnerships, donations and grants. The coordinator maintains trauma informed care, clean and safe shelter environment; recommending employment or termination of staff. Provides orientation and/or training for shelter staff and volunteers; ensuring that shelter policies and procedures are followed; and, ensuring that client files are properly documented. Service data/statistics are accurately maintained with the Family Counselor/Case manager, ensuring that concrete needs of residents are met.

SUPERVISES: All paid and volunteer staff

MAJOR RESPONSIBILITIES:

Program Administration

- Ensures compliance with all obligations and limitations of any grant that supports the shelter service
- Collaborates with other YWCA Domestic Violence Program administrators to foster a comprehensive service program
- Collaborates with community partners and continues to build new relations within and outside the domestic violence continuum of care to provide wrap around services for victims housed in the YWCA-GM emergency shelter.
- Implement best practices as provided by Tennessee Coalition to end Domestic and Sexual Violence.
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- Assists the Family Counselor/Case manager in identifying and engaging resources for group empowerment sessions
- Initiates and fosters partnerships which strengthen services to sheltered victims.
- Reviews and updates shelter policies and procedures which ensure rights and responsibilities of shelter residents
- Maintains a system of accountability for in-kind donations/gifts including but not limited to hours donated by volunteer staff
- Maintains a system of accountability for client services, shelter inventory and shelter inspections

Human Resources management

- Recommends the employment or termination of staff in compliance with YWCA personnel policies
- Provides orientation and training of all shelter staff and assists with training of shelter volunteers
- Ensures that all staff sign the Shelter Oath and maintain a file of the signed oaths

- Evaluates the performance of employees, annually and makes recommendations for merit pay, promotion or, transfer
- Evaluates the performance of volunteers, quarterly and recommends special commendations for services rendered

Facilities Management

- Ensures the upkeep, cleanliness and, maintenance of the physical plant and van/vehicles
- Ensures that safety plan is consistently observed by all employees and shelter residents
- Recommends replacement of equipment, renovations of plant and repairs as needed

Financial Management

- Identifies and seeks potential sources of revenue for shelter services
- Establishes a plan for private donations for shelter support
- Maintains time sheets/work records on employees
- Manages expenditures within budgetary limits
- Abides by all YWCA purchasing and accounting policies and procedures

Records/Reports management

- Ensures that statistical data is maintained on shelter residents
- Ensures that required reports related to grant funding are submitted on time

OTHER RESPONSIBILITIES:

- Subscribes to and supports the YWCA mission and One Imperative
- Resolves problems and issues related to group living in the shelter
- Assumes other related duties as required
- Available to work various shifts and weekends

EDUCATION AND EXPERIENCE:

- 1-3 years of management supervisory experience
- Master's Degree in Social Work or Psychology or related field (Certification in Social Work preferred) or 6 to 8 years working in the social work field.
- Familiar with providing programs or services for a diverse population

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of domestic violence and service needs of victims of domestic violence
- Knowledge of organizational management
- Strong skills in planning, organizing and implementing operational procedures; interacting with a diverse public; and in supervision of employees and volunteers

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YWCA Greater Memphis

Attn: Marquiepta Odom

Executive Director

766 South Highland Street

Memphis, TN 38111

Closing date is Tuesday, September 24, 2022

No phone calls please.