



Care Coordinator Supervisor

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will handle the day-to-day activities of the Care Coordinator Supervisor at the Vera House shelter programs for the victims of domestic violence, sexual assault, or other violent trauma.

Job Reporting Relationships:

Supervisor: Director of Shelter Services

Supervises: Part-Time Care Coordinator Staff

Basic Qualifications:

Education/Training: Associate degree in human services or equivalent work experience preferred

Competencies:

- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work effectively in a crisis orientate situation with diverse individuals
- Good interpersonal, oral and written communication skills
- Proficient with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault, or other violent trauma
- Knowledge of community service delivery systems, in particular thorough knowledge of the criminal and civil justice systems
- Prompt response to crisis as well as thorough and consistent follow up with victims/clients and delivery systems
- Skills in delivering open communication both verbal and written.
- Ability to work well with as well as maintain a positive relationship with community and board members

- Ability to provide trauma informed services and strong knowledge of crisis intervention techniques
- Ability to work in partnership with diverse individuals
- Ability to work independently
- Ability to adapt to demanding situations and work well under pressure
- Ability to coordinate task, schedules, and other items
- Appreciation and respect for other cultures and people of diverse backgrounds
- Accountability for daily metrics and goals as set forth with Director.

Experience: Experience in human services preferred

Essential Duties:

- Provide direct supervision, oversight and support to the Care Coordinator staff.
- Assist with recruit, hire, train and evaluate the Care Coordinator team
- Development and administering of onboarding/training
- Support the Shelter Services Coordinator with:
 - On-call coverage during evening and weekend hours
 - Management of Care Coordinator schedule
 - Administration of the daily client operations
 - Data collection, analysis, and reporting
 - Representation at community meetings
 - Direct service support to shelter residents
 - Program research and development
- Provide crisis intervention, local service delivery systems advocacy, and short term counseling and support to individuals and families experiencing domestic violence, sexual assault or other violent trauma
- Maintain database consistent with Vera House practices
- Assist victims in identifying, understanding and prioritizing problems and needs and, in obtaining information on available resources, as well as assist in seeking help from intervention systems, including criminal justice, legal, medical counseling and income programs at various community partner locations
- Adhere to all Vera House practices, procedures and safety protocols
- Educate victims and family members about the dynamics and impact of elder abuse, domestic and sexual violence
- Provide emotional support, short term and intermediate needs of shelter residents and their families
- Provide face to face and telephone crisis intervention at the request of victims and referral sources
- Work closely with staff to obtain feedback and input from clients as well as ensure adequate services for clients in the program
- Ensure a safe, comfortable, and welcoming environment to all shelter residents and visitors

- Ensure that all services are maintained in accordance with the Agency's missions and goals
- Manage difficult and/or emotional client situations and respond promptly to client needs

Ancillary Duties

As an integral member of the organization, this position is responsible to provide related assistance wherever necessary to help the Agency achieve its goals and embrace and promote the Vera House mission.

Equipment/Machines

Telephone, computers, copier, fax machine, automobile, television, DVD player, household equipment

Physical Demands

Mobility to work in a typical residential shelter setting and use standard office equipment, vision to read printed materials and a computer screen, distance vision suitable of independent driving/travel, and hearing and speech to communicate in person or over the telephone. Individual must be able to lift 30 pounds.

Work Environment and Environmental Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level and work environment is usually moderate. The air quality is usually moderate. There is exposure to physical risk.

SALARY RANGE

\$45,000 - \$48,000

Vera House provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

Interested candidates should submit a resume and cover letter to:

jobs@verahouse.org