



POSITION ANNOUNCEMENT COORDINATOR OF NORTH SHELTER SERVICES

Vera House, Inc. is a human services agency providing comprehensive domestic and sexual violence prevention and intervention services.

The Coordinator of North Shelter Services position will coordinate the day to day Vera House North shelter services for the victims of domestic violence and sexual assault by providing case management and support services at the Agency's north shelter.

Responsibilities:

- Provide crisis intervention, local service delivery systems advocacy, and short term counseling and support to individuals and families experiencing domestic violence, sexual assault and other violent trauma as well as provide face to face and telephone crisis intervention, advocacy and information/referrals at the request of the victims or referral sources
- Maintain database consistent with Vera House practices
- Educate victims and family members about the dynamics and impact of sexual assault and physical trauma
- Assist victims/clients 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
- Provide emotional support for the short term and immediate needs of shelter residents and their families
- Facilitate groups for those affected by domestic violence or sexual assault and provide group support
- Monitor the general upkeep and maintenance of Vera House North dwelling and property
- Manage difficult and/or emotional client situations and respond promptly to client needs

Qualifications:

- Knowledge of community based service delivery systems, in particular thorough knowledge of the criminal and civil justice systems
- Ability to work in a crisis oriented setting and knowledge of crisis intervention techniques
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault or other violent trauma

- Ability to provide trauma informed services and strong knowledge of crisis intervention techniques
- Ability to adapt to demanding situations and work well under pressure
- Ability to work with as well as maintain a positive relationship with community members
- Strong training and facilitation skills
- Strong interpersonal, oral and written communication skills
- Microsoft Office Suite
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion

Salary Range - \$32,000-\$37,000 annually

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. Positions will be open until filled.

Interested candidates should submit a resume and cover letter to:

**Hiring Manager
Vera House, Inc.
723 James Street
Syracuse, NY 13203
E-mail: jobs@verahouse.org
NO PHONE CALLS PLEASE**