



POSITION ANNOUNCEMENT FULL TIME SENIOR RESIDENT SUPERVISOR

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

The Full Time Senior Resident Supervisor position will handle the day-to-day shelter services of domestic violence and sexual assault and other crimes including telephone and face-to face crisis intervention and/or providing group support.

Responsibilities:

- Serve as a liaison and build positive working relationships with community members and partnering agencies
- 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 emotional support, face to face and telephone crisis intervention, advocacy and information/referrals at the request of the victims or referral sources
- Maintain client database consistent with Vera House practices
- Assist the Associate Director of Shelter Services in auditing and cleaning the database to ensure it consistent with Vera House practices.
- Assist the Associate Director of Shelter Services with bringing the necessary resources and training for staff development.
- Assist the Associate Director of Shelter Services with bringing the necessary resources and training for on-boarding new hires.
- Assist the Associate Director of Shelter Services with updating and developing documents as necessary.
- Assist the Associate Director in partnering with the Volunteer Coordinator in securing and developing shelter volunteers.
- Respond to the 24 hour crisis line
- 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
- Adhere to all Vera House policies, procedures and safety protocols
- Provide emotional support for the short-term and immediate needs of shelter residents and their families
- Provide face-to-face and telephone crisis intervention at the request of victims or referral sources
- 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 mission and goals

- Manage difficult and/or emotional client situations and respond promptly to client needs
- Communicate need and concerns to the appropriate shelter staff and/or community partners regarding the goals and plans of the residents

Qualifications:

- Associates degree in human services preferred
- 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
- Thorough knowledge of domestic and sexual violence including elder abuse
- Ability to work effectively in a crisis orientated setting with diverse individuals
- Good interpersonal, oral communication and written 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 based 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 victims and delivery systems
- Ability to work with as well as maintain a positive relationship with community partners
- Ability to provide trauma informed services and strong knowledge of crisis intervention techniques
- Ability to multi task
- Ability to work independently
- Ability to adapt to demanding situations and work well under pressure
- Strong training and facilitation skills
- Appreciation and respect for other cultures and people of diverse backgrounds

Hourly Pay - \$15.76 - \$16.41 per hour

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**