



## **POSITION ANNOUNCEMENT FULL-TIME EVENING CARE COORDINATOR (TEMPORARY)**

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

The Full-Time Evening Care Coordinator position will handle the day-to-day activities of the Care Coordinator position at the Vera House shelters for victims of domestic violence and sexual assault during late afternoon and evening hours. This is a temporary position expected to last until at least the end of May 2021.

### **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 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 policies and practices.
- Educate residents and hotline callers about the dynamics and impact of domestic/sexual violence.
- Assist residents and hotline callers 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.
- Manage difficult and/or emotional client situations and respond promptly to client needs.
- Ensure a safe, comfortable and welcoming environment to all shelter residents.

### **Qualifications:**

- 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.
- 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 all residents.
- 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 interpersonal, oral and written communication skills.
- Microsoft Office Suite.

**Hourly Pay - \$15.00 per hour**

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. This is a full-time position with late afternoon and evening hours. 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](mailto:jobs@verahouse.org)  
NO PHONE CALLS PLEASE**