



POSITION ANNOUNCEMENT

PART-TIME CARE COORDINATOR

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

The Part-Time Care Coordinator will provide residential and crisis hotline support as needed in the emergency shelter program, specifically overnight shifts.

RESPONSIBILITIES

- Handling the day-to-day activities within the Emergency Shelter Program for people experiencing domestic and/or sexual violence as well as homelessness
- Provide trauma-informed practices and develop a positive, empathetic, and compassionate rapport with victims of trauma, specifically domestic and sexual violence
- Respond to crisis and conflict situations in a crisis-oriented setting with diverse individuals.
- Provide face-to-face and over the crisis hotline crisis intervention
- Short-term individual support to victims as they resolve their crises and work toward long-term stability
- Assist victims in identifying, understanding, and prioritizing problems and needs and in obtaining information on available resources
- Assist victims in learning about and understanding the dynamics and impact of domestic/sexual violence
- Resolving conflicts within the shelter among residents in a calm, trauma informed manner
- Ensure the cleanliness of the shelter which includes helping to clean rooms, do house laundry, and clean common areas on regular basis
- Utilize various database systems to ensure documentation of client interactions
- Ensure the security of shelter and residents
- Engage in self and agency initiatives to enhance and increase knowledge and awareness on race, equity, diversity and inclusion in order to provide better services and better work environment

QUALIFICATIONS:

- Available to work overnight hours on a regular schedule or as needed
- Associates degree in human services preferred
- Experience working in a crisis-oriented setting.
- Knowledge and experience in crisis intervention, conflict management and trauma-informed practices
- Knowledge of community-based service delivery systems, specifically criminal/civil legal systems.
- Strong proficiency with Microsoft Office Suite and strong typing skills
- 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 starting at \$13.50 per hour based on experience and education

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. Position is 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**