



Emergency Receiving Center: Shelter Coordinator

REST JOB DESCRIPTION

ROLE SUMMARY

The REST Emergency Receiving Center (ERC) provides drop-in services and 24/7 access to crisis intervention support, with an option for short-term emergency shelter (30-60 days) for up to seven women. Women who visit the ERC shelter receive stabilizing support like crisis intervention, case management, referrals for chemical dependency and mental health services, survivor support groups, education and life skills assistance.

The ERC Shelter Coordinator will provide overnight leadership and coordination of the shelter to provide a safe, trauma-informed environment for shelter guests. This is a critical role for ensuring services run smoothly on a daily basis. This position reports to the ERC Program Supervisor and works in collaboration with the Drop-in Coordinator and ERC Case Manager. Central to this position is the ability to develop trusting relationships with shelter guests and the staff working there, while maintaining policies and procedures to ensure a safe and effective program.

ROLES

- Shelter leadership role, assists supervisor in providing supervision, training, and oversight of staff
- Liaison with referring agencies for intakes into the shelter and coordination of crisis-intervention services
- Collaborative partner with Crisis Intervention Case Manager and Drop-in Coordinator for implementation of coordinated care for guests
- Consistent presence in the shelter, modeling a standard of trauma-informed care

RESPONSIBILITIES

- Assist in the development and implementation of a safe and effective shelter environment
- Participate in the on-going development of the ERC shelter rules, policies and procedures
- Ensure policies and procedures are being followed on a daily basis
- Overnight oversight of the REST Hotline; including answering calls, supporting staff responses, and facilitating effective referrals
- Coordinate entry into services for shelter guests from a variety of referral sources
- Connect guests to case management and other services to fit their needs and culture
- Utilize prevention and de-escalation tactics to avoid violence or escalated behavior problems
- Build relationships with partners and seek knowledge of other useful community resources
- Ensure the implementation of individualized, strengths-based, and trauma-informed care is happening with all guests via the overnight team
- Provide warmth, inspiration, and accountability when needed to assist guests in reaching their self-identified goals
- Assist program supervisor with staff supervision, empowerment, and accountability, ensuring team members are modeling the cultural values set forth by the organization
- Support the continued growth and goal setting of staff members throughout their employment
- Provide culturally responsive care for all clients, volunteers, staff, and interns
- Participate in all necessary ERC and REST staff meetings and trainings, as well as other meetings associated with the position
- Maintain and review case notes and files in an orderly, up-to-date manner, per agency standards using Apricot Software
- Oversee overnight facility upkeep, security, and health and cleanliness standards
- Other duties as assigned

QUALIFICATIONS

- Leadership and/or Supervisory experience preferred
- At least 1 year of experience working in an emergency shelter setting
- Knowledgeable on the topic of sex trafficking and the sex trade
- Understanding of the various types of trauma and effects of complex trauma
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Ability to organize, discern, and problem-solve creatively
- Flexibility – able to respond to leadership directives in a timely manner
- Willingness to provide last minute overnight shelter coverage when needed
- Strong leadership, interpersonal and professional skills, and the ability to maintain a positive collaborative relationship among staff
- Must be able to engage in active listening and clear communication to relay accurate information
- Able to effectively work in a diverse workplace and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality, and disability
- Active and vital relationship with Jesus and part of a supportive community outside of REST
- All Employees of REST must agree with the REST statement of faith
- Must be able to thrive in a high intensity, and often times unpredictable, work environment
- Strong sense of self identification, personal coping skills, emotion regulation, and conflict resolution
- Technology skills: iPhone, email, basic computer skills, Microsoft Office, Google Drive
- This position requires the ability to move about freely, throughout the shelter and drop-in center, including ascending and descending stairs
- Must be able to lift up to 20 pounds on occasion
- Must have valid Driver's License with clean driving record

Current Schedule:

Sundays 6am-4pm

Mondays 6am-4pm

Tuesdays 8pm-6am

Wednesdays 8pm-6am

Schedule will eventually transition to:

Monday-Friday 5pm to 1am

Location: REST Emergency Shelter

Hours: 40 per week

Salary: \$19-\$22/hr DOE

Benefits: 15 vacation days/year; 8 paid holidays*; 10 sick days; \$4550 annual health-care stipend; 403B retirement option.

*Shelter staff are not guaranteed the date of holidays off, but may schedule a different day off in place of the holiday as needs and coverage allow