



Employment Opportunity

Transitional Housing Services Coordinator (Project Based)

The Organization: SAVE's mission is to strengthen every individual and family we serve with the knowledge and support needed to break the cycle of domestic violence and build healthier lives. In pursuit of this mission, SAVE provides a comprehensive range of direct services to people experiencing domestic violence from immediate crisis intervention to long-term supportive services. SAVE offers competitive benefits and a fun and stimulating work environment. We are focused on continually improving our survivor-centered, trauma-informed work and meeting the needs of the diverse communities we serve.

The Position: The Transitional Housing Services Coordinator (THSC) is responsible for ensuring the successful implementation of SAVE's Transitional Housing program. The program consists of 3 primary components: 1. Coordinating the provision of rental assistance to survivors of domestic violence who are in need of transitional housing; 2. Providing ongoing, intensive case management support and advocacy for participants in the program and 3. Facilitating and/or coordinating workshops and other group program activities for participants. The THSC works closely with the Director of Programs and other SAVE staff to ensure that survivors in the TH program have access to other SAVE services and programs. The THSC also advocates on behalf of survivors with outside agencies and entities (governmental, CBO's, landlords) to ensure equitable access to resources and services available to survivors.

The Ideal Candidate: Strong candidates for this position will demonstrate an understanding of the specific issues faced by domestic violence survivors seeking to obtain and maintain safe and stable housing. The candidate will have a deep commitment to providing trauma-informed, client centered services and a desire to assist domestic violence survivors to access any and all services which would benefit them. Previous experience working with both survivors and in the housing services field is strongly desired. An understanding of the Bay Area housing market and knowledge of the resources available to lower income communities is a must. Experience developing programs and building community partnerships is also strongly desired. Candidates who are bilingual and bicultural and who have lived experience with domestic violence and/or underserved communities especially encouraged to apply.

Position: Transitional Housing Services Coordinator (Project Based)

Department: Direct Service
Supervision Received: Director of Programs
Supervision Exercised: Volunteers
FLSA Status: Non-Exempt, FT 40 hrs/week, through December 2019
Salary: \$22/Hour, plus benefits

Description of essential duties:

- Provide intensive crisis intervention and case management services to survivors who are eligible for transitional housing assistance and subsidies from SAVE.
- Conduct individual sessions with survivors to identify needs, set goals, make referrals and track survivor progress.
- Assist survivor to identify and enroll in school and/or employment training programs that will enhance economic stability.
- Assist survivors to apply for and obtain benefits for which they are eligible (SSI/SSDI, CalWORKS,VOC). Provide necessary advocacy with governmental agencies.
- Provide on-going case management including: safety planning, risk assessment, short-term and long-term intervention planning.
- Identify obstacles and risks to the survivor's safety and stability and work with survivor to overcome these obstacles and mitigate the risks
- Provide regular mobile or in-home advocacy and case management as appropriate.
- Provide ongoing workshop activities for survivors participating in the transitional housing program.
- Work with partner agencies to disseminate information about the program and recruit participants – including providing presentations, trainings or survivor workshops.
- Supervise, train, and support appropriate, trained volunteers.
- Maintain a directory of resources which would benefit program participants.
- Develop and maintain survivor files, ensuring the receipt and retention of necessary documentation related to assistance provided.
- Meet with management for supervision regularly and as needed.

General Duties: (shared by all direct service staff)

- Respond to crisis calls and walk-in survivors.
- Maintain up-to-date files and records of all services provided.
- Provide emergency survivor transportation.
- Attend all required meetings, including staff meetings, trainings, consultations, and retreats.

- Assist with training new staff members and volunteers.
- Assume responsibility for site security and safety as needed.
- Provide input into program planning and developments.
- Assist with maintaining program operations and office functions as needed.

Qualifications:

Ability to perform the duties described above. A typical means of acquiring those abilities would be:

- Bachelor's degree or equivalent experience in human services, social work, counseling, psychology, criminal justice, or related field
- At least 3 years' experience providing case management or similar service in a social service setting with a focus on assisting people with disabilities.
- At least two years' experience working with domestic violence survivors
- Experience conducting trainings, workshops, support groups extremely helpful.
- Experience working in/with housing subsidy programs, tenants' rights, housing law protections for DV survivors extremely helpful.
- Bilingual skills and/or bicultural experience preferred.
- **Employment is contingent upon passing a background investigation.**

Requirements:

- Thorough understanding and demonstrated record of commitment and sensitivity to intimate partner violence, including comprehensive knowledge of the signs, cycles, nuances, types, and risk factors for abuse.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, survivors, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.
- Strict adherence to organization's confidentiality and privacy policies, and the ability to recognize sensitive issues and act accordingly.
- Demonstrated understanding of the challenges faced by domestic violence survivors.
- Demonstrated understanding of the challenges faced by marginalized, unserved/underserved communities.
- Demonstrated understanding of a survivor centered, trauma informed approach to working with people experiencing domestic violence.
- Ability to adapt to a variety of environments or work demands.
- Ability to maintain a high level of consciousness and sensitivity to survivor needs and domestic violence issues.
- Ability to support and respond with humility to diversity.

- Ability to communicate effectively.
- Ability to work independently.
- Willingness to work flexible hours including evenings and weekends. Ability to work in a crisis-oriented environment.
- Demonstrated commitment to the mission and values of SAVE.
- Computer literate with knowledge of MS Office (Word, Excel, Outlook, Publisher) and survivor tracking databases.
- Must possess a valid California driver's license, insurance, and access to an automobile. Proof of insurance and loss payee endorsement is required. Must meet agency's driving requirements.
- Must have completed or be willing to complete the state-mandated 40-hour domestic violence counselor training.

Interdependencies with Other SAVE Areas/Programs:

Shelter, COPS, Youth Services Program, Linkages, Clinical Services, Empowerment Center, Development

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the position.

<u>PHYSICAL ACTIVITIES</u>	-----Amount of Time Spent-----			
	Rarely	Occasionally	Frequently	Regularly
Seeing: Must be able to see and read with or without corrective lenses or other aids.				X
Communication: Must be able to communicate effectively with people in person, via phone systems, through text and other devices.				X
Stationary positions; Must be able to maintain a stationary position for an hour or more.			X	

Moving: Must be able to move about the office space, travel to other work sites.				X
Climbing/Stooping/Kneeling/Bending		X		
Lifting/carrying up to 25 lbs		X		
Lifting/carrying over 25 lbs	X			
Grasping/Feeling/Finger use of both hands: Must be able to write, type, use a keyboard and telephone system.				X

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employees assigned to this job.

Applicants should be able to perform the essential functions of the job, with or without accommodation. Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.

Equal Employment Opportunity

As an equal opportunity employer, SAVE supports equal opportunity for employment and advancement free of race, color, religious creed, ancestry, national origin, age, sex (includes sexual harassment) pregnancy (childbirth or related medical conditions), marital status, sexual orientation (heterosexuality, homosexuality and bisexuality), medical condition (cancer and genetic characteristics), mental or physical disability (includes HIV and AIDS), political affiliation/opinion, Veteran's status, or request for family medical leave. SAVE is committed to ensuring that the work environment of SAVE employees are free from discrimination, harassment, and retaliation.

Interested applicants must submit a cover letter and resume to kateh@save-dv.org.

Resumes without a cover letter will not be considered.

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