

## **Transitions of PA Job Description**

**Position:** Residential Services Coordinator  
**Supervisor:** Programs Director  
**Classification:** Non-Exempt

### **Summary**

The Residential Services Coordinator provides services to primary and secondary adult, adolescent, and child victims of domestic violence, sexual assault, and other serious crime. The Residential Services Coordinator supervises staff and volunteers at the Union County and Northumberland County Safe Houses as well as hotline staff and volunteers. This position provides community outreach and systems advocacy. This position ensures all compliance with funder standards related to safe house and hotline are met. The Residential Services Coordinator is a mandated reporter of suspected child abuse as defined by PA Child Protective Services Law. Responsibilities require the exercise of independent judgment and knowledge of overall agency activities. This position is full-time with primarily daytime hours. This position participates in back-up on-call duties.

### **Responsibilities**

1. Supervise safe house and hotline staff and volunteers.
2. Oversee facility and equipment maintenance at buildings at the safe houses including the grounds, the rear office building, and the safe house.
3. Provide direct services to victims and survivors of domestic violence, sexual assault, and other serious crimes including hotline support, individual counseling, support group facilitation, intakes, medical and legal accompaniment, referrals and advocacy.
4. Assign primary counselors to service recipients at Union and Northumberland County safe houses.
5. Keep abreast of community events and services that affect our service population.
6. Act as Case Manager for safe house guests.
7. Act as ETO software resource for staff.
8. Facilitate weekly case management meetings.
9. Ensure staff is available to interact with children and adolescents in safe house on an informal basis.
10. Complete and maintain required documentation, both in Efforts to Outcome (ETO) software and paper files.
11. Assist Outreach Coordinator in training new staff on volunteers to build skills.
12. Attend meetings and in-service training.
13. Participate in the back-up on-call rotation.
14. Perform other related duties as assigned as allowable by funders.

### **Qualifications**

1. Required: Bachelor's Degree and/or equivalent experience required.
2. Must be knowledgeable of domestic violence, sexual assault, human trafficking, and other serious crimes and their impact on victims.
3. Demonstrated skill in supervision.

4. Demonstrated competency with program coordination, including but not limited to training, public speaking, facilitation, collaboration, detailed program planning, and timely implementation.
5. Demonstrated willingness, ability, and desire to establish and maintain effective relationships with clients, the public, and community organizations.
6. Excellent written and verbal communication skills.
7. Excellent attention to detail.
8. Ability to work independently in a deadline-oriented environment.
9. Proficient at the use of technology, including, but not limited to, word processing, spreadsheets, and internet-based programs.
10. Upon hire, must complete 80-hour Transitions Domestic Violence/Sexual Assault Counselor Training.
11. Must have a valid driver's license, reliable vehicle, and adequate motor vehicle insurance.
12. Must have Act 34, Act 114, and Act 151 clearances.

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Staff Signature

\_\_\_\_\_  
Date

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Supervisor Signature

\_\_\_\_\_  
Date

THIS IS NOT AN EMPLOYMENT CONTRACT. MANAGEMENT HAS THE RIGHT TO CHANGE DUTIES, RESPONSIBILITIES, AND WORK SCHEDULES AS NEEDED.