

Transitions of PA Residential Services Coordinator Job Description

Position: Residential Services Coordinator

Supervisor: Programs Director 2

Classification: Non-exempt

Salary Level: Coordinator

Dress Code: Smart casual or casual

Summary

The Residential Services Coordinator manages and oversees emergency, medium-term, and long-term housing services, including emergency safe house services, rapid re-housing, transitional housing, and permanent supportive housing. This position also oversees the agency's 24-hour hotline. The Residential Services Coordinator supervises Counselors/Advocates in the Residential Services Department, including any departmental volunteers. This position will provide outreach, collaboration, and coordination related to landlord engagement and allowable financial assistance for survivors in housing matters. The Residential Services Coordinator participates in the activities of the Central Valley and Northern Tier RHABs (Regional Housing Advisory Board) and Eastern Pennsylvania CoC (Continuum of Care). The Residential Services Coordinator oversees and delegates tasks to staff related to the provision of direct services, safe house and vehicular maintenance, and departmental scheduling and coverage. The Residential Coordinator is a mandated reporter of suspected child abuse as defined by Pennsylvania Child Protective Services Law. Responsibilities require the exercise of independent judgment and knowledge of overall agency activities. This is a full-time position with primarily daytime hours. The Residential Services Coordinator participates in backup on-call duties.

General Responsibilities

- Supervise staff in the Residential Services department and departmental volunteers.
- Serve as a primary contact for housing assistance for community partners.
- Oversee direct services to survivors seeking housing assistance and provide direct services as needed. Direct services may include:
 - Providing hotline services.
 - Completing emergency housing screening, intakes, and exits.
 - Making referrals for emergency housing guests to ensure access to resources to meet survivors' needs.

- Providing crisis intervention, safety planning, and goal planning to guests and hotline callers.
 - Assess housing needs and available resources for persons seeking assistance, utilizing the HAT screening and Coordinated Entry Services.
 - Coordinating the leasing process and negotiation with landlords.
 - Providing community-based mobile supportive services and case management.
 - Triaging and assessing referral inquiries provided through the Coordinated Entry System.
- Oversee Northumberland County safe house facility and equipment maintenance, including the grounds.
 - Assign primary counselors to emergency housing guests.
 - Complete monthly financial requests for housing clients.
 - Troubleshoot technical housing issues as they arise with staff, volunteers, community partners, and survivors.
 - Facilitate weekly Case Management meetings.
 - Complete and maintain required documentation in Efforts to Outcome (ETO) software.
 - Assist with training new staff and volunteers in emergency housing and other residential services procedures.
 - Attend meetings and in-service training.
 - Participate in backup on-call rotations.
 - Perform other related duties as assigned, as allowable by funders.
 - Adhere to Transitions of PA policies and procedures in the organization's employee handbook as well as all other applicable policies and procedures.

Qualifications

Required

- Bachelor's Degree in a Human Services-related field or equivalent combination of education and experience.
- Must be knowledgeable of domestic violence, sexual assault, human trafficking, and other serious crimes and relevant issues and their impact on victims.

- Must be an experienced advocate with knowledge of options available to victims and survivors of domestic violence, sexual assault, human trafficking, and other serious crimes.
- Minimum of one year of experience addressing housing and homelessness issues impacting crime victims, including individual advocacy and systems-level strategies.
- Demonstrated willingness and desire to assume a caseload as necessary.
- Ability and willingness to comfortably drive or commute to neighborhoods throughout the community and occasionally travel out of the area.
- Must have demonstrated supervisory skills and relevant supervisory training.
- Must have excellent organizational, written, and communication skills and a command of computer software and applications, including Microsoft Office products.
- Upon hire, must complete 80-hour Transitions Domestic Violence/Sexual Assault Counselor Training.
- Must have a valid driver's license, reliable vehicle, and adequate motor vehicle insurance.
- Act 34, Act 114, and Act 151 clearances.

Signature

Date

Supervisor's Signature

Date

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