

HELP AND EMERGENCY RESPONSE

Title: Electronic Case Management/Shelter Coordinator

Department: Crisis Services

Type: Full time, hourly M-F 3pm-11pm **Reports to:** Crisis Services Manager

Compensation: \$16.75-\$17.75

Send Resume to: hershelterjob@gmail.com

BROAD FUNCTION: This position provides advocacy to survivors of violence of through the Crisis Services and Emergency Shelter Program at Her Shelter. The position will monitor and guide the correlation of referrals for the hotline. This position is responsible for maintaining shelter safety and applying shelter policies and guidelines and trauma informed culture. During assigned shift, this position will be the main point of contact for clients needs and will work closely with the Crisis Services Manager to ensure completion of all needed paperwork.

RESPONSIBILITIES:

- 1) Provides coordination and communication to HER Crisis Services with use of the 24 hour to include referrals and shelter placement
- 2) Coordinated assignment of client referrals for HER Services to appropriate HER programs via ECM system.
- 3) Assists in collecting data and reports for ECM and Crisis Services.
- 4) Implements a trauma informed voluntary service model focused on empowerment.
- 5) Ensures a clean, safe and inviting shelter environment by coordinating cleaning schedules and assisting clients in achieving results
- 6) Works with case managers to assist clients with service plan needs
- 7) Works with case managers to ensure client files are completed according to compliance needs.
- 8) Communicates fire and safety plans to clients in preparation for shelter emergencies.
- 9) Conducts and schedules intake interviews at all shelter locations, ensuring that the client is oriented to the client guidelines.
- 10) Provides "house" communication meetings as needed at all locations.
- 11) Encourage Community Living Guidelines; ensures there is consistent application of policies, role modeling, behavior modification and problem solving mediation.

12) REQUIREMENTS

Must have a driver's license and good driving record. Knowledge of domestic violence and women's issues preferred.

Personal Qualifications: Ability to work independently, communicate effectively, orally and in writing.