



Title: Community Living Coordinator

Reports to: Director of Shelter Operations

Summary: This employee provides direct services for victims of domestic violence and their children. This includes operation and control of electronic security and fire alarm system, the securing of all gates and entrances both inside and outside the shelter, ensuring that only authorized persons are granted admission to the building by personally answering the door (residents are not allowed to answer the door), and appropriately responding to concerns of residents by following approved agency procedure. This employee is responsible for community living team related projects and activities. **This is a full time, salaried, non- exempt position eligible for full benefits.**

Job Responsibilities:

- Receives and processes crisis intake calls from victims and accepts clients into shelter.
- Practice de-escalation and crisis management techniques.
- Display maturity, flexibility, and interpersonal skills that are necessary in a crisis-oriented environment.
- Demonstrate empathy, communication, active listening, and de-escalation skills while maintaining healthy boundaries.
- Ability to work independently and with limited supervision while applying established policies and procedures, using compassionate accountability.
- Accurately enter data into a computer system in a timely, accurate, and efficient manner.

- Ensures that the basic needs (food, clothing, etc.) of all clients of the shelter are met.
- Assist with shelter donation inventory and organization
- Facilitates new clients through intake and shelter check in procedures, explains procedures of household, prepares necessary documentation and photographs for client records.
- Responsible for writing timely reports for shelter facility or client incidents.
- Serves as on-call staff. Completes community living team related projects (reports, training guides, and various other projects).
- Create and update forms and various files for community living team.
- Conducts community living related meetings and groups with families in shelter.
- Assist house management with ordering and shopping for household food and supplies. Ensures timely submission of receipts to accounting.
- Attends meetings as required by the Facility and House Management Team.
- Enthusiastically supports and models the mission and vision of Safe Harbor to peers, clients, and the community.
- Performs other or similar agency duties as assigned by House Management and Facility supervisors and/or other agency management personnel. May be asked to work at other Safe Harbor shelter locations as needed.

Qualifications: High school diploma or equivalent required. Must be physically capable to lift up to 50 lbs., navigate stairs and perform all tasks related to this position. Maturity, flexibility, and interpersonal skills necessary to work in a crisis oriented, stressful environment is essential.