



Position: Emergency Housing Coordinator

Reports to: Director of Domestic Violence Services

Classification: Full-time, exempt from FLSA;

Work Conditions: Frequently moves boxes and bags weighing up to 30 pounds; frequently ascends/descends stairs to complete job tasks; Participat in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend hours may be required.

Benefits: Fully paid health, vision and dental insurance (no employee contribution required for standard plan). Generous Paid Time Off and paid holidays package. Option to participate in 403(b) Retirement Savings Plan.

Salary: \$37,000

Position Summary: The Emergency Housing Coordinator position is a full-time position implementing and overseeing the agency's emergency housing program and providing direct services to victims of relationship abuse.

Compass Center for Women and Families helps all people navigate their journey to self-sufficiency, safety, and health. We empower individuals and promote equal access to opportunity regardless of gender or economic status. We are proud to serve over 6,500 clients each year with essential programs and services including career and financial education, legal resources, and support groups, all open to the public. Additionally, Compass Center is the only Orange County resource for comprehensive domestic violence crisis services. Compass Center is also closely connected to Chapel Hill-Carrboro City Schools, offering sexual health programming and empowerment programs related to safe relationships in middle school health classes.

Essential Job Duties and Responsibilities:

Case Management Services

- Orient program participants to Compass Center's emergency housing program to ensure understanding of the policies, procedures, and requirements of the program. Assure that policies and procedures are practiced.
- Assess clients' needs and presenting concerns upon entering the program. In conjunction with the client, develop a personalized plan that best meets those needs and helps clients overcome identified barriers.
- Conduct at least weekly case management services and follow up contact with clients as requested to review and update plans and address crises.
- Provide appropriate referrals to Compass Center and community programs and follow up to make sure that those referrals have been successful.
- Advocate directly with other agencies, when needed, to assist client in connecting to resources.
- Develop and maintain relationships with community partners and referral agencies.
- Assist clients in locating and securing long term housing.

Shelter Management

- Conduct weekly maintenance checks, put in maintenance requests, and follow-up to make sure those maintenance requests are completed
- Develop and maintain working relationships with property managers and cleaning companies
- Insure timely and orderly check out and turnover of each shelter
- Responsible for maintaining facilities and participating in the on-going maintenance of a clean, organized and welcoming facility and environment.



Domestic Violence Crisis Services:

- Provide daytime and overnight coverage for the domestic violence hotline.
- Offer direct assistance and follow-up services to victims of domestic violence over the phone and in person.
- Maintain proper documentation of client contacts.
- Assist with advocate recruitment, training, and engagement.
- Supervise and support volunteer advocates during hotline shifts.

Administration

- Responsible for the preparation of monthly programmatic report(s).
- Timely and consistent attendance at staff and program meetings.

Qualifications:

- Bachelor's or Associate's Degree preferred though equivalent experience will be considered.
- Experience providing direct services with clients.
- Experience in a shelter setting is preferred
- Have a solid understanding of interpersonal violence and its effect on individuals and families, and working knowledge of the role that barriers play in reaching out for support and connecting with community resources and the justice system.
- Exhibit a passion for building trusting and empowering relationships with survivors.
- Demonstrate cultural sensitivity and the ability to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors with various needs
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.
- Fluency in spoken and written English required. Fluency in spoken and written Spanish preferred
- Possess a valid driver's license, automobile insurance, and reliable vehicle.
- Experience in case management preferred.

We actively encourage diverse candidates to apply. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.

To apply, please send a cover letter, resume and three professional references (prefer at least one direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls please. Applications will be reviewed as they are submitted and they will be accepted until September 2021. Position starting in October 2021.