

# YWCA of Annapolis & Anne Arundel County

Job Title: Residential Services Coordinator	Job Code: TBD
Department: Residential	Job Grade: TBD
Revision Date: 1/28/25	Fair Labor Standards Act (FLSA): Exempt

## Position Overview

Working under the supervision of the Residential Services Director, the Residential Services Coordinator provides comprehensive administrative support to the Domestic Violence and Sexual Assault services operating through the Domestic Violence Safe House, the Weinberg Residence. Support includes supervision and guidance of Advocates and Volunteers, implementation of programmatic best practices, regular interaction with clients, case coordination, tracking and reporting of statistical data, utilization/training others on electronic records system, efficient practices surrounding daily operations, and grant identification and obtainment.

*While many position responsibilities are outlined, it is understood that other duties may be identified and assigned by the Director, COO and/or CEO.*

## Essential Job Functions

### Staff Supervision:

- Provide supervision of the Safe House Advocates and Volunteers;
- Perform annual performance reviews for direct reports in accordance with YWCA process;
- Provide necessary support regarding schedule and hospital accompaniment, including emergency coverage;
- Provide support with case management, crisis intervention, assessment and intake as needed;
- Provide back-up support to staff on an on-call or alternating weekly basis;
- Ensure that all staff receive 40 hours mandated training in domestic violence and sexual assault;
- Work with Director to plan staff training;
- Assist with new team member hiring, onboarding, orientation and training;
- Verify validity and accuracy of all expenditures, timesheets and records of direct reports;

### Client Relationships:

- Ensure appropriate boundaries are established between staff and clients;
- Provide necessary support to staff when responding to difficult client situations and conflict resolution among residents;
- Ensure that policy and procedure manual for staff and residents is updated each quarter [provide to supervisor for review];

- Supervise safety plans for clients enrolled in the program;
- Provide referrals and information to clients;
- Assist with community outreach programs;
- Administer and assess client satisfaction surveys.

#### **Program Management:**

- Ensure accurate and timely data collection needed for the program;
- Complete monthly, quarterly or other required grant reporting requirements;
- Attend program and outside agency meetings;
- Maintain a summary of expenditures;
- Ensure compliance with grant/contract requirements;
- Write renewal and new funding proposals as delegated by supervisor;
- Monitor residential program needs;
- Maintain familiarity and engagement with program budget.

#### **Program Specific Items:**

- Ensure crisis hotline is managed and fully staffed according to grant requirements;
- Ensure staff and volunteers are available on-call to respond to hospital accompaniment requests and respond as needed to those requests;
- Maintain accurate case files and client documentation;
- Ensure clients receive case management on a regular basis;
- Assist in development of YWCA & program specific Standards of Operations (SOPs);
- Coordinate volunteers and donations for residential department;
- Order office supplies for program and property as needed;
- Coordinate van maintenance;
- Oversee upkeep and facility maintenance of safe house and residential property;
- Maintain on-call policy for staff and volunteers.

#### **Requirements:**

- Minimum of a Bachelor's degree in Social Work, Human Services, and/or related field preferred;
- 2 - 5 years supervisory experience;
- Knowledge of the dynamics of domestic violence and sexual assault;
- Proficient in Microsoft Office products;
- Excellent grant writing skills;
- Ability to handle multiple tasks in a fluid and dynamic environment;
- Ability to work independently with sound judgment;
- Ability to make effective educational presentations with strong verbal communication skills;
- Ability to work a variety of shifts in support of a 24 hour a day, 7 days a week operation;
- Availability of vehicle and current driver's license;
- Able to bend and lift 40 pounds and navigate stairs.

<p>NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.</p>
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