



**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; Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend hours may be required. Hybrid work from home, out in community settings, and in-office is required for this position with COVID-19 precautions in place to maximize safety of workers and clients.

**Benefits:** 100% paid health, vision and dental insurance (no employee contribution required for standard plan). Generous paid time off and paid holidays package. Paid parental leave and short-term disability benefits. Option to participate in 403(b) Retirement Savings Plan and pre-tax Flexible Spending Account (FSA).

**Salary:** \$37,000, additional pay for overnight hotline shifts

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

#### **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 barriers.
- Conduct at least weekly case management services and follow up contact with clients as needed to review and update plans and address crises.
- Provide appropriate referrals to Compass Center and community programs and follow up as needed to advocate with other agencies and assist clients in connecting to resources.
- Develop and maintain relationships with community partners and referral agencies.
- Assist clients in locating and securing safe, stable housing.

##### **Shelter Management**

- Conduct weekly maintenance checks, put in maintenance requests, and follow up to make sure maintenance requests are completed in a timely manner.
- Develop and maintain working relationships with property managers and cleaning companies.
- Support clients through the intake and check-out process.
- Maintain inventory of items and lead the timely turnover of apartments when clients depart.
- 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 rotating overnight coverage of 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 domestic violence hotline advocate training and 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 to clients.
- Experience in a shelter/residential setting is preferred.
- 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.
- Exceptional interpersonal and communication skills including empathic and active listening, cultural humility, relationship/trust/rapport building, and the ability to communicate complex information effectively in diverse contexts.
- Ability to perform job duties with initiative, professionalism, sound judgment, and patience.
- Fluency in spoken and written English required. Fluency in spoken and written Spanish preferred.
- A valid driver's license, automobile insurance, and reliable vehicle.
- Experience in case management preferred.

We actively encourage diverse candidates to apply, especially those who are Black and/or Indigenous People of Color, Women and gender minorities, people with lived experience of domestic violence and/or housing instability and people with disabilities and/or neurodivergence. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, color, religion, age, gender identity or expression, sexual orientation, disability, appearance, class, body size, partnership status, parenting and/or pregnancy status, genetic information, national origin, 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](mailto:employment@compassctr.org).** Please include the job title in the subject line of the email. No phone calls please. Target start date mid-late March/early April. Applications will be reviewed as they are submitted and they will be accepted until the position is filled.