



RESIDENTIAL COORDINATOR JOB DESCRIPTION

Position Summary:

The Resident Coordinator will work under the supervision of the Assistant Director of the Allen Women's Resource Center and/or a Social Work Supervisor. The Resident Coordinator will support crisis intervention services to domestic violence victims and their families. They will be expected to learn and integrate a trauma-informed, client-centered approach in interactions with clients. The Resident Coordinator will be responsible for ensuring that all areas of the shelter are always maintained and that residents have the supplies and items required for their stay – i.e. toiletries, bedding, food, and clothing. The Resident Coordinator will be responsible for securing and distributing any donations received by the shelter for our residents. The Resident Coordinator's shift begins at 7 a.m. as they are responsible for relieving the overnight staff. This position will require in-person interaction with families.

Responsibilities:

- Monitor the overall cleaning and maintenance of the shelter facility and its contents.
- Implement maintenance procedures to ensure cleanliness and order in compliance with local and state regulations and protocols.
- Assist in the turnover of shelter beds/rooms and ensure readiness for occupancy by new clients.
- Provide clients with an orientation to the facility, laundering of belongings, and bed assignments.
- Execute inventory and distribution system for food, linen, toiletries, and cleaning supplies.
- Plan and coordinate residents' meals, chores, and laundry schedules.
- Coordinate the acquisition and distribution of shelter donations, e.g. clothing, toiletries, toys, books, etc.
- Facilitate monthly meetings with residents regarding shelter rules, chores, and resident needs.
- Communicate effectively with colleagues within an interdisciplinary context to contribute to the achievement of the program's goals and objectives.
- Perform regular inspections of all resident units.
- Assist residents as they move into and out of the shelter by arranging for storage facilities and moving assistance.
- Assist in pack-ups and logging of property belonging to residents who are discharged or in the process of relocating.
- Assist in the planning and organization of recreational activities, events, and outings.
- Maintain daily log, visitor and client sign-ins, and other record-keeping.
- Conduct fire drills and generates documentation as required.
- Attend staff meetings, case conferences, and supervisory and in-service training sessions.
- Drive agency van to transport clients, staff, and materials, if assigned.
- Perform other duties as assigned by Supervisor.

Allen Women's Resource Center

P.O. Box 340316
New York, NY 11434
(718) 739-6200



Qualifications:

- High School Diploma or GED, Associates or Bachelor's degree preferred.
- 1-year experience in a housing or emergency shelter, or group home setting.
- Must demonstrate sensitivity towards understanding victimization, specifically the experiences of domestic violence survivors.
- Experience working with domestic violence survivors is preferable.
- Strong communication and organizational skills
- Knowledge of Microsoft Office
- Ability to work under pressure in a calm and reassuring manner.
- Must be a team player.

Program Type: Full-Time

- Monday – Friday, 7:00 a.m. – 3 p.m.
- Occasional Saturdays (2 hours)

Pay Rate: \$19.00 per hour

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