

**Job Title:** Women's Center Resident Care Coordinator

**Type of Staff:** Full-time (exempt)

**Staff Supervisor:** KCRM Program Director

**Job Overview:**

In partnership with the KCRM Women's Center Clinical Coordinator, the Resident Care Coordinator is responsible for overseeing, facilitating, and coordinating the daily activities and administration (Resident Care Department) of the Women's Center; maintaining a hospitable, welcoming and therapeutic environment, ensuring a high level of safety and security, all in accordance with the KCRM Women's Center goals, objectives, policies and procedures.

The Resident Care Coordinator will be the point of contact and liaison for all business at the Women's Center; including clients (non-clinical contact), volunteers, churches, hospitals, law enforcement officials, emergency personnel, visitors, transportation, etc.; will be a liaison between the resident care and the clinical treatment teams. Resident Care Mentors will be under this position's supervision, training, and mentoring.

**Job Qualifications:**

- Must conform to KCRM's *Qualifications for Employment*, support the *Statement of Belief*, and *Mission, Vision and Values* as outlined in the KCRM Employee Handbook
- Must have a demonstrated heart for God, a strong sense of calling, and love for people
- Must possess a strong Christian character and be loyal, patient, tactful, pliable, and teachable
- Minimum of 2 years' experience and practice in the social service field with knowledge, sensitivity, and experience in areas focused on women's needs; experience with homelessness, domestic violence, trauma, substance abuse, human trafficking, mental illness and/or other challenges. Bachelor's Degree preferred and valid driver's license required
- Committed to increasing personal knowledge in understanding homeless services
- Demonstrate an ability to work and interact appropriately in the field with people from diverse backgrounds. Must be compassionate and understanding of the clients
- Understands safety risks faced by women and staff confronting issues of domestic violence, human trafficking, mental illness, and substance abuse
- Ability to function in a high stress environment and provide effective crisis intervention
- Ability to work effectively in a fast-paced and dynamic environment while exposed to the disturbing emotional and physical traumas of clients
- Ability and willingness to work as a team member and support the mission and goals of KCRM
- Ability to both take direction and to work autonomously when necessary
- Commitment to the confidentiality and safety of women in the Center; strict adherence to the KCRM Women's Center policies and procedures
- Willingness to be on-call for after-hour emergencies and to have a flexible schedule
- Excellent follow-up skills, analytical thinking, and the ability to find creative solutions

- Ability to multi-task, organize, prioritize, pay attention to detail, and to complete tasks in a professional timely manner
- Excellent written and oral communication skills
- Knowledgeable and proficient in Word, Excel, and Outlook

**Duties and Responsibilities:**

- Partner and communicate with the Women's Center Clinical Coordinator about activities, events, meeting, staffing, and over-all needs of the Center
- Supervise and lead the day-to-day operations of the Resident Care Department; identify gaps and strengths in service provision and work with the Resident Care Mentors to ensure that all needs are met
- Maintain a welcoming environment for clients, staff, visitors and volunteers
- Maintain the Admissions Line and coordinate Phone Screens and Initial Intakes with potential residents
- Serve as a liaison with the following KCRM staff representatives: Food Service , Volunteer Coordinator , Gifts-In-Kind, Development, Finance, Maintenance, and Operations/Facility
- In coordination with the Program Director and HR Manager, screen and hire Lead Mentors and Resident Care Mentors (direct care support staff)
- Train, mentor, evaluate, and supervise support staff; ensure all support staff are in compliance with policy and procedures
- Supervise and ensure that all support staff shifts are adequately staffed; supervise the management of the front desk
- Distribute and review Women's Center staff time sheets
- Participate in relevant trainings and team meetings such as CPR, first aid, non-violent crisis intervention, food management, clinical team meetings, staff meetings, etc.
- Enforce Client Guidelines and Code of Conduct through verbal reminders; handle violations according to policy; document all client activities; maintain policies regarding confidentiality
- Coordinate the management of challenging and/or difficult situations and/or conflicts that might occur among clients, staff, guests and/or volunteers, maintaining professionalism and sensitivity while deescalating aggressive behaviors and communication; promptly report unresolved concerns to the Women's Center Clinical Coordinator; maintain the physical safety of all clients
- Oversee and monitor the chore and laundry schedule; assist clients as needed
- Transport clients to activities as needed
- Implement evacuation and emergency responses in accordance with outlined procedures
- In partnership with the WC Mentoring Supervisor and Food Service Manager determine and facilitate healthy menus and appropriate kitchen procedures
- Assist with over-seeing Women's Center food service operation; manage meal times; take inventory of food stock, coordinating meals with the Food Service Manager, serving food, and assisting in healthy meal preparation by clients or volunteers; maintain a Food Managers Permit

- Oversee and provide resources for volunteers, and help determine service projects in cooperation with the WC Clinical Coordinator, Front Desk Manager, Volunteer Coordinator, Maintenance Supervisor, and Program Director
- Regularly assess, inventory, communicate and document the Center's physical needs (i.e. food, sanitation and office supplies, safety and security concerns, general maintenance of buildings, campus grounds etc.) and coordinate with appropriate KCRM staff to address these concerns in an organized, orderly manner ensuring that all needs are met and facilities and grounds are properly cared for
- In cooperation with the Program Director and Business Manager, prepare and manage the Center's *administration and resident care* budget; collaborate with WC Clinical Coordinator in managing the Women's Center's budget
- Keep accurate accounts, monitor expenditures, and coordinate accounting needs with the business office to include receipts, credit cards, payroll, inventory, purchase and check requests, petty cash, etc.; maintain accurate data bases and statistical information
- Ensure adequate fraud risk protections in the resident care and front desk areas
- In partnership with the WC Clinical Coordinator and Program Director perform other duties as needed and requested