



Greenhouse Shelter Services Coordinator

FUNCTION:	The Shelter Service Coordinator is responsible for supervising service delivery, organizing outreach initiatives, and managing contractual obligations for CAWC's Greenhouse Shelter. Coordinate the Multi-Disciplinary Team Services Program at CAWC.
FT/PT:	Full-time (40 hours a week)
CLASSIFICATION:	Exempt
REPORTS TO:	Greenhouse Shelter Director
SUPERVISES:	Shelter Counselor/Advocates

RESPONSIBILITIES

Program Management and Development:

1. Along with Shelter Director, coordinate and supervise day-to-day operations of Greenhouse Shelter programs.
2. Participate in hiring and training of counselor/advocates
3. Conduct consistent case management and other meetings with staff and interns to ensure coordination of Greenhouse Shelter services

Team Leadership and Staff Supervision:

1. Provide leadership, supervision and ongoing performance management to direct service staff at Greenhouse Shelter to ensure high-quality and well-coordinated intervention services to program clients.
2. Coordinate scheduling of counseling staff and provide oversight and support to counseling staff to ensure continuity and quality of client services
3. Provide comprehensive training to new staff, as well as ongoing staff development and education.
4. Serve as a resource for Greenhouse Shelter staff as it relates to both program and administrative matters; ensure that assigned staff members implement program services and handle administrative responsibilities in accordance with CAWC policies and funder guidelines.
5. Work with the Chicago Police Department and the Illinois States Attorney's Office, the Chicago Department of Family Support Services, probation, and community members to improve and manage Multi-Disciplinary Team Services at CAWC.

Funder and Other Contractual Obligations:

1. Coordinate Multi-Disciplinary Team Services program; train and supervise shelter counselor/advocates and ensure 24-hour coverage for program referrals

2. Maintain service provision standards, documentation and client files in accordance with CAWC policies and funder guidelines.
3. Assume responsibility for program audits related to Greenhouse Shelter services in compliance with funder guidelines.
4. Assist with site visits from various funders and other entities upon request; represent Greenhouse Shelter during such site visits.
5. Coordinate the collection and entry of all data in relation to Greenview services and review data for accuracy.
6. Assist the Associate Director and Shelter Director in the preparation of grant proposals related to Greenhouse Shelter services.
7. Compile monthly, quarterly and yearly program reports related to Greenhouse Shelter services; ensure accurate and timely submission to funders.
8. Prepare other reports on program services, statistics and outcomes for various funders, partners, CAWC staff members and other parties as needed.
9. Acquire and maintain ICDVP certification.

CAWC Internship Program:

1. Implement and grow the master's-level student internship program.
2. Assume primary responsibility for recruitment, training and supervision of student interns.
3. Ensure adherence with college/university guidelines for internship program implementation.

General:

1. Provide direct services to Greenhouse clients as needed.
2. Represent CAWC at various community outreach and education events as appropriate.
3. Serve as an occasional trainer for the CAWC 40-Hour Domestic Violence Training.
4. Other responsibilities as assigned.

QUALIFICATIONS

Education, Certifications and Experience:

- Master's degree in social work, counseling or a related field
- Minimum of 3 years' experience working with victims of abuse
- Illinois Domestic Violence Professional (ICDVP) certification required within one year of hire.
- Minimum three-five years of experience in a supervisory role in a social service or comparable agency.
- Experience managing complex, dynamic human service programs that require frequent communication with multiple stakeholders and high levels of resourcefulness.
- Demonstrated ability to work with a broad range of internal and external partners to develop relationships, facilitate collaboration, and achieve results.
- Demonstrated ability to execute strategy and to monitor and report on progress against accountability metrics and funder benchmarks.
- Demonstrated capacity to be self-directed and take initiative while maintaining harmony with program and agency strategy.

Personal Characteristics and Commitments:

- Excellent organizational and time-management skills, with strong attention to detail and a consistent ability to meet multiple deadlines.
- Excellent written and oral communication skills, along with public speaking aptitude.
- Collaborative and creative problem solver.
- High level of energy, with a positive, "can-do" attitude.
- Commitment to using an asset-based approach to both staff supervision/coaching and client service provision.
- Dedication to empowerment of women and children, as well as a commitment to and understanding of anti-oppression and social justice work.
- Capacity to work effectively with others of diverse age, language, race, ethnicity, sexual orientation, religious belief, mental/physical ability, and socioeconomic status.

General:

- Proficiency in MS Office applications including Word, Excel, PowerPoint, and Outlook.
- Availability to work a flexible schedule including evenings and weekends.

Preferred:

- Bilingual Spanish/English.
- Previous completion of 40-Hour Domestic Violence Training at an ICDVP approved site.
- Experience using and coordinating the use of centralized client data tracking systems.
- Experience in at least one of the core areas of program responsibility – counseling and case management, medical advocacy, or legal advocacy – as these areas relate to domestic violence.

Helpful:

- Clinical licensure – e.g. LCSW, LCPC, etc.