



Job Title: Shelter Coordinator

Division/Department: Shelter

Reports to: ASAP Program and Clinical Manager

Schedule:

- Monday to Friday of various shifts: 8 a.m. to 4 p.m., 11 a.m. to 6 p.m., and 1 p.m. to 8 p.m.
- Possible after hours and weekend work during crisis situations
- Flexible schedule is expected

Summary: The Asian Task Force Against Domestic Violence works to prevent domestic violence in Asian families and communities. The Shelter Coordinator works closely with the ASAP Program and Clinical Manager in maintaining the daily operations of the shelter, providing direct services to families and children, coordinating the community-building program, and providing back-up to the ASAP Program and Clinical Manager. The ideal candidate should be a passionate advocate for survivors and their children, and comfortable in a leadership role. This is an exciting opportunity for those looking for hands-on experience in Social Justice and Non-Profit Organizations.

Operations/Administrative

- Acting in a leadership role, ensure that all aspects of the program run smoothly and respond to any crisis that arises.
- Consistently and effectively communicate with supervisor on all aspects of shelter activities
- Ensure clear, detailed, organized, timely and objective record keeping of shelter activities
- Identify, address, and follow-through with constructive resolution of all issues arising within the shelter, including client and maintenance related issues
- Provide office support (answer phones, organize files, order supplies, etc.)
- Train and supervise Senior Assistant(s)
- Assist in the training and supervision of interns
- Assist in scheduling of shelter coverage
- Inventory and purchase of household and office supplies from AllBrand, Staples, etc.
- Report and resolve maintenance for copiers, computers, cable, phone, washer/dryer, etc.
- Manage the ordering, pick up, distribution and storage of donated items from partner agencies such as the Food Bank, Birthday Wishes and Circle of Hope
- Manage the Transportation Assistance and Food Assistance Programs
- Coordinate physical maintenance of the shelter

Community Living

- Enforce policies, procedures, protocols of shelter
- Resolve day-to-day issues and conflicts around community living
- Teach life skills to shelter clients on as needed basis (transportation, grocery, computer, library, etc.)
- Provide fair and decisive treatment of all residents, staff, volunteers, visitors, etc.
- Provide reflective listening, empathy, encouragement, accountability and support for all staff and residents

Community-Building Responsibilities

- Coordinate the Community-Building Program of the shelter: plan in-house activities, field trips and holiday events for shelter families and individuals
- Run weekly community meetings with shelter residents
- Interact with residents and maintain a positive sense of community
- Coordinate volunteer activities (yoga, Tufts Medical, etc)



Direct Services

- Welcome and orient incoming shelter residents
- Assist clients to transition out of the shelter program as needed
- Assist with transporting clients
- Provide culturally competent and trauma informed services to shelter residents, including safety planning, crisis intervention
- Collaborate and communicate with the Community Based advocates and ASAP Program and Clinical Manager on client issues; meet as needed
- Effectively and appropriately respond to crises according to Program protocols and procedures
- Maintain current and accurate records of services and update database
- Provide child care on as needed basis for residents when they have meetings or appointments

Children's Program

- Assist advocate/case manager with enrollment in daycare, school, afterschool program, summer camp
- Coordinate with Horizons for the PALS Program; complete and submit related paperwork

Hotline Responsibilities:

- Answer hotline calls: ascertain caller's needs; provide supportive listening, crisis intervention, safety planning, information about domestic violence, resources and inter-agency and external referrals.
- Follow-up with hotline callers when appropriate.
- Complete intake process with callers seeking emergency shelter when appropriate.

Other

- Attend monthly staff meetings and scheduled supervisions
- Participate in the Silk Road Gala and other fundraising events as needed
- Represent ATASK at community meetings and events as needed
- Represent ATASK in a professional and respectful manner at all times.
- Perform other duties as assigned

Requirements

- A Bachelor's degree in a related field
- Be understanding, sensitive to, and have compassion for victims of domestic violence and sexual assault, for LEP immigrant populations, and for folx of the LGBTQ+ community.
- Deep cultural understanding of the targeted LEP immigrant community.
- Experience working with domestic violence, sexual assault, or trauma
- Ability to manage crisis situations and resolve conflicts/issues
- Preserve our clients' confidentiality as well as the location of the shelter
- Excellent interpersonal skills
- Attend a 40-hour Domestic Violence Training
- CPR/First Aid Certification
- Pass CORI (Criminal Offender Record Information) check
- Travel to various locations to transport residents, to deliver materials, and to pick up donations
- Routinely moves boxes, do nations, and household items weighing up to 50 pounds around the shelter and other locations
- Commitment to ATASK's mission of eradication of domestic violence and strengthening of Asian families and communities
- Ability to work both independently and as a team



- Must have access to a vehicle
- Working knowledge of Microsoft Office Suite

Preferred Qualifications

- Fluency (speaking, reading and writing) in English and an Asian language
- At least two years of prior case management experience
- Experience working in a residential facility
- Knowledge of health care, legal, education, work force development, mental health, and child systems
- Ability to prioritize and multitask

We are an equal opportunity employer. Applicants of all nationalities, ethnicities, backgrounds, orientations, genders, and abilities are encouraged to apply.

Email your resume and cover letter to:

Rebecca Pang
Finance and Administration Coordinator
Email: rebecca@atask.org

Salary will commensurate with education and experience. The Asian Task Force Against Domestic Violence Inc. is an equal opportunity employer.