



SUPPORTIVE HOUSING SERVICES COORDINATOR

DEPARTMENT: Residential Services
REPORTS TO: Director of Programs and Services
HOURS/STATUS: Full time/Non Exempt

Willow is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team at a historic moment in our history to help fulfill our vision of a community free from domestic violence.

JOB SUMMARY

The Supportive Housing Services Coordinator is a key member of the Willow Domestic Violence Center Team and is responsible for coordinating services provided to individuals and families in trauma who reside in the newly completed affordable housing units managed by Willow servicing survivors of domestic violence and their families. The Services Coordinator will coordinate support services for all residents of the permanent supportive housing units to ensure they receive the services necessary to live safely, successfully and independently. The goal is to ensure the safety of residents and to provide a continuum of services to support resident stability and self-sufficiency. The position is a 37.5 hour per week, fulltime exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

COORDINATION OF SERVICES

The Services Coordinator will provide residents with the following support services, ensuring that all services are in compliance with funder guidelines:

- Providing trauma-informed supportive counseling, skill building, advocacy, safety planning and goal-setting for clients.
- Assisting families and children in managing and planning for safety needs and creating individualized support plans.
- Providing crisis intervention/prevention for children and families.
- Facilitating regular weekly on-site educational life skills groups designed to meet the unique needs of survivors of domestic violence transitioning to community living, such as education and employment goals, finances and budgeting, self-sufficiency, and self-care.
- Collaborating with partner agencies for the provision of on-site medical, mental health and legal support services.
- Providing linkages and transportation to community services for substance abuse treatment, financial counseling, and supervised visitation.
- Assisting residents who move on to other living arrangements.
- Supporting residents in reaching education and employment goals.
- Providing other duties as assigned.

DOCUMENTATION AND REPORTING

The Services Coordinator will monitor progress in achieving service plan goals, including residents':

- participation in support services
 - progress toward achieving goals in their service plan
 - working with providers to ensure their health / behavioral health needs are met
 - participation in substance abuse programs as required
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- achievement of educational goals
- securing and maintaining employment
- living safe, violence free lives

QUALIFICATIONS

- Bachelor's degree in Social Work or a related field, and a minimum of three years of experience in coordination of services, or an equivalent combination of education and experience.
- Excellent communication skills (oral and written).
- Adaptable and flexible.
- New York State Driver's License not in jeopardy of being revoked.

HOW TO APPLY

Submit cover letter and resume by mail, email or fax:

- Mail: P.O. Box 39601, Rochester, NY 14604
- Email: HR@willowcenterny.org
- Fax: 585.232.3501

Please be sure to indicate which position you are applying for in the subject line. No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, retirement plan and 401k.

Willow Domestic Violence Center is an Equal Opportunity Employer