

EVE, Inc. (End Violent Encounters)

Job Title: Shelter Coordinator

Classification: Full Time, hourly; nonexempt from FLSA

Required Education and Experience: Bachelor's degree in Social Work, Human Services, or other related field of study or equivalent experience.

Preferred: 2 years of supervisory experience and work experience in domestic violence.

Expected Hours of Work: 40 hours (about 1 and a half days) per week, mostly Monday through Friday; weekend, evening, overnight, and holiday shifts expected to provide coverage of 24/7 hotline within Shelter. Flexible daily schedule between 9 and 6 pm.

Work Location: EVE's Emergency Shelter in Lansing, MI

Pay Range: \$20/hr., Starting

Supervisor: Deputy Director/ Director of Shelter Programs

Summary of Functions:

This position supervises the Intake and Hotline Advocates and will provide support, information, referrals, and some crisis intervention to survivors of domestic and sexual violence via agency's phone hotline and online chat. In addition, this position will assist survivors in shelter with daily needs and help to maintain a safe, sanitary, and welcoming environment for individuals in shelter.

Intake and Hotline Coordinator Responsibilities

- Supervision, training, and evaluation of Intake and Hotline staff
- Scheduling for crisis line, finding coverage when missing.
- Ensure staff compliance with outlined policies and procedures
- Identify operational issues and suggest quality improvements
- Monitoring and evaluating staff performance, provide learning and training opportunities, and corrective action when necessary
- Update and maintain safety and security of shelter property in accordance with shelter procedures, including fire and storm drills
- Provide trauma-informed, survivor-driven, and inclusive direct support to survivors over the phone, via online chat, and in-person at EVE's shelter
- Document and maintain appropriate information for support staff including shift logs, caller forms, task checklists and other required documentation
- Other duties and special projects as assigned

Intake and Hotline Coordinator Requirements:

Last Updated 5/9/2024

- Perform characteristic duties as outlined above.
- Knowledge of the effects of trauma and how that impacts well-being.
- Ability to work in a fast-paced environment and adapt to the unexpected.
- Ability to maintain confidentiality and professional boundaries.
- Ability to work with diverse populations and support an inclusive work environment.
- Physical Requirements of Position: lift to 25lb and use stairs

EVE invites people of diverse backgrounds, such as race, national origin, age, gender, gender expression, sexual orientation, religion, ability level, mental health status, height, and weight to make application to join our agency in the valuable work of empowering survivors and putting an end to domestic and sexual violence, stalking, and elder abuse. EVE strongly encourages LGBTQIA2+, minority, non-traditional, and all historically underrepresented candidates to make applications as well.

**Offer contingent on completion of a criminal background check
Must have reliable transportation.**

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____