

First Step: A Response to Domestic Violence, Inc.  
Harrisonburg, VA

Open Position:  
**Shelter Coordinator**

About our organization:

First Step: A Response to Domestic Violence, Inc. is a 501(c)3 non-profit organization that has served the City of Harrisonburg and County of Rockingham for over 40 years. We provide crisis, advocacy, rapid rehousing, and shelter services to survivors of intimate partner and relationship violence and their children. First Step welcomes and respects all survivors, regardless of race, ethnicity, color, age, gender, disability, national origin, religion, language(s) spoken, language proficiency, citizenship status, socioeconomic status, sexual orientation, or gender identity or expression. We are committed to providing free and confidential services to survivors of intimate partner or relationship violence who have experienced economic, physical, sexual, psychological, emotional, and/or verbal abuse.

Our mission:

- Empowering survivors to break the cycle of violence and abuse in their lives.

Our vision:

- The vision of First Step: A Response to Domestic Violence is a community free of abuse.

Position summary:

The Shelter Coordinator supervises the Part-time Shelter Managers (Night Shift). They ensure all night, weekend, and First Step Holiday shifts are covered. The Shelter Coordinator answers the hotline, provides crisis intervention and case management services, and provides client shelter intake and orientation. The position is also responsible for facilities management.

The position will report directly to the Executive Director.

Duties:

Personnel Management

- Provides supervision, training, and support to Shelter Managers (Night Shift)
- Oversee staff scheduling Monday through Sunday 8pm to 8am, as well as weekend and holiday shifts. Ensures all shifts are covered.
- Review and approve Shelter Manager (Night Shift) time-sheets/records
- Plans and facilitates monthly Shelter Manager meetings. Assists the Executive Director and Director of Client Services in organizing full staff meetings, trainings and activities.

Program Services:

- Provide direct services to clients which include, but are not limited to hotline calls, crisis intervention, safety planning, shelter intake and orientation, information and referrals, and assistance with case management services.
- Completes forms, data entry, and record keeping of client contacts.

- Assists the Director of Client Services and Executive Director in maintaining communication with alternate shelter site.

#### Facilities Management -

- Coordinates and assists in cleaning, organizing, maintaining the interior and exterior of the First Step building/property. Contacts vendors and arranges maintenance and repairs as needed.
- Coordinates and assists in preparing shelter living area for client arrivals and cleans and organizes living area when clients exit the shelter.
- Coordinates and assists in laundering shelter linens.
- Coordinates and assists in sorting, organizing, distributing, and storing in-kind donations and supplies. Purchases supplies as needed. Maintains inventory list of supplies and in-kind donations.
- Maintains and organizes First Step storage areas.

#### Hours:

- Full-time hourly position
- Regular Hours - Weekdays 1pm to 9pm
- onsite
- Some weekend, night, and holiday hours are required

#### Salaries and benefits:

- Hourly wage range \$17.00 to \$19.00. Overtime pay for hours worked over 40 hours a week and on First Step recognized holidays.
- Health Insurance after 30 days of employment, 50% of employee premium paid
- SIMPLE IRA Plan with up to 3% match
- Employee Assistance Program

#### Reports to:

- Executive Director

#### Qualifications:

- High School Diploma
- At least 3 years of experience in Human Services field
- At least 1 year of supervision and/or leadership experience
- Commitment to diversity
- Dependable
- Positive attitude
- Must be available to work evenings, weekends, and holidays
- Must be able to lift 20-30 lbs

Skills:

- Computer literacy and proficiency in Microsoft Office and/or similar business software suites
- Ability to provide positive and professional customer service in person and on the phone
- Strong verbal communication skills and ability to provide active listening
- Ability to lead a team, as well as work within a team.
- Ability to work independently and to problem solve

Apply by:

- May 29, 2023

First Step: A Response to Domestic Violence is an Equal Opportunity Employer. We welcome applications for candidates from diverse backgrounds. Although it is not a requirement for this role, candidates who are bilingual/multilingual are encouraged to apply. We serve in a geographic area with many in our service region speaking English as a second language. Spanish, Arabic, Kurdish are the most common non-English languages spoken by residents in our service area.

To Apply:

- Please email a cover letter, resume, and three professional references in one document to:

[firststepva@gmail.com](mailto:firststepva@gmail.com)

Attention: Candy Phillips, Executive Director

(please no phone calls)