



**FAMILY
CRISIS
SERVICES,
INC.**

P.O. BOX 308, CANON CITY, CO 81215 24-HR CRISIS LINE 719-275-2429

*Serving survivors of domestic
violence & sexual assault*

SHELTER & CLIENT SERVICES COORDINATOR

JOB DESCRIPTION

Classification: Full-time-Exempt

Supervised By: Executive Director

Salary Range: \$40,000 - \$43,000
Depending on experience and skills

Located in Canon City, Colorado, Family Crisis Services, Inc. (FCSI) is a community-based, private non-profit that provides confidential survivor-defined crisis intervention, advocacy and safety services for survivors of sexual assault and domestic violence. FCSI has a 5-bedroom, 11 bed shelter and 24-hour crisis line serving Fremont and Custer Counties.

Job Overview/Description: A key position at FCSI, the Shelter & Client Services Coordinator (S&CSC) is responsible for setting the tone of an inclusive, trauma-informed and client-centered program that provides excellent quality of care and complies with requirements from state and federal funding sources. The S&CSC provides day-to-day client services that include crisis line management and response, shelter services and operations including emergency hotel shelter. This position requires independent judgment and discretion in matters of significance. In collaboration with the Executive Director, the S&CSC has input into the recruitment, hiring, and termination of FCSI's staff and volunteers.

Responsibilities Include:

- Collaboration with the Executive Director to provide management and coordination of programming that includes oversight of intakes, crisis services, and compliance with all program policies and procedures.
- The provision of direct victim services including but not limited to crisis response, hotline advocacy, safety planning, individual advocacy, court accompaniment, assistance with victim compensation and appropriate referrals.
- Assist the Executive Director in staff evaluations, staff supervision, and staff development.
- Provide oversight of staff duties, shelter resident case management, client record management, time/activity reporting, and the administration, collection, and submission of statistics, data collection, and other related tasks as needed.
- Supervise the development and implementation of staff training.
- Coordinate shelter operations, inspections, security, and facility maintenance.
- Develop the shelter budget and assist with reports, program evaluation, and grant proposals to increase staff salary/wages/benefits, and expand survivor's options for services beyond crisis response.

Required Qualifications:

- Bachelor's or advanced degree in related field or 3-5 years of community-based, non-profit management, programming, fund development, financial management and victim services experience.
- High level of understanding of the dynamics of domestic violence and sexual assault and the impact on child and adult victims.
- Ability to collaborate well with others.
- Knowledge of computer programs such as Microsoft Word, Excel, and Outlook, and Share Point.
- Excellent written and verbal communication skills.
- Self-motivated.
- Organized, detail oriented and flexible. Able to identify and respond to shifting priorities.
- Proven ability to meet deadlines and manage multiple projects.
- Demonstrate sensitivity to and knowledge of issues involved in working with diverse populations and organizations.
- Must have own transportation and a valid Colorado driver's license.

Preferred Qualifications:

- Experience with Salesforce.
- Commitment to inclusivity and equity.
- Experience with transitional shelter and rapid rehousing programs.
- Experience living and working in a rural area/community.

Other Responsibilities: May include evening, weekend hours, and in-state and out-of- state travel. The information presented indicates the general nature and level of work expected of employees in this position. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. Therefore, other duties may be assigned by the Executive Director.

Family Crisis Services, Inc. is an Equal Opportunity Employer and supports the principle and philosophy of equal opportunity of all individuals, regardless of age, race, gender, gender identity, sexual orientation, creed, national origin, disability, veteran status or any other protected category pursuant to applicable federal state or local law.

Furthermore, FCSI values the lived experience of survivors and believes that their knowledge enriches the quality of services. Survivors are encouraged to apply.

To apply:

Send a resume and a cover letter that describes why you want this position, why you think you would be a good fit and include any addition skills that you have or information that you want us to know that is NOT in your resume to: Pat Tessmer, Interim Executive Director at pat@familycrisisonline.com