



## Residential Coordinator/Case Manager

**Organization Type:** Faith-based Nonprofit **Position Type:** Full time

**Department:** Avanti House Safe Home

**Direct Report:** Program Manager

**Hours:** Salaried 40+ hours per week; Hours will vary to overlap some early mornings, late events, and weekends to monitor staff; On-call rotation required; \$36,000-38,000/year

**Education:** Master's degree from an accredited college or university in social work or a related human services field highly preferred, bachelor's degree required

**Experience:** Preferred residential experience and crisis management; 2-3 years of experience in the social service field required; Understanding and Experience working with trauma victims required. Must be at least 21 years of age.

**Travel Requirements:** Moderate Driving Requirements: Must have access to reliable transportation during work hours. Will be responsible for driving clients to appointments

**Job Summary:** The Residential Coordinator is a key support person for the Program Manager. She will assist in maintaining high quality restorative services according to the established program and coordinating of Avanti House direct care staff. The Residential Coordinator coordinates with client's professionals, schedules and oversees child's medical and dental appointments, and ensures that Avanti House is managed, conducts daily room inspections, and housekeeping duties. The Residential Coordinator ensures department services and goals are accomplished by assisting in providing direction, monitoring, and reviews. The Residential Coordinator will promote and respectfully represent Extended Hands of Hope to the community.

### Job Duties:

#### Leadership

The Residential Coordinator is responsible for assisting in carrying out and monitoring high quality services including but not limited to,

- Assists Program Manager with coordinating and scheduling coverage of all shifts to ensure that clients are supervised at all times while minimizing the use of overtime.
- Crisis Management and support to caregiver staff
- Intake and Admission Procedures
- Provide ongoing training when directed
- Promote strong teams and culture with the direct care staff
- Carry out program policies and procedures with a high level of integrity and attention to detail
- Assists in managing the upkeep and maintenance of Avanti House
- Promote and respectfully represent Extended Hands of Hope to the community

## **Case management**

Residential Coordinator will be responsible for carrying out case management duties including but not limited to,

- Scheduling all medical and dental appointments.
- Scheduling all visits and appointments with outside care providers, outside professionals, and legal guardians/caregivers.
- Record keeping of medical appointments
- Provide transportation to and from appointments
- Assist in administering the H.O.P.E. assessments and evaluations
- Manage, schedule, and administer client medications according to house policy and state regulations

## **Preferred Skills:**

- Understands and demonstrates a willingness to engage in the core values of Extended Hands of Hope and guiding values and philosophies for the program
- Represent Extended Hands of Hope in a positive way at social activities and events
- Abide by organization policies and procedures with integrity and strong attention to detail
- Possess crisis management skills
- Displays strength-based tendencies
- Effectively communicates with others and works great with a team
- Exhibits strong leadership and management skills
- Capable of performing multiple tasks and is well organized

## **Preferred Certifications and Training**

CPR/First aid training, QMAP highly preferred, and trained in Safety Cares, Highly Preferred

**Preferred Character Traits:** • Flexible • Team-Oriented • Professional • Well-Organized •

Committed

Extended Hands of Hope is an equal employment opportunity employer. We seek a broad and diverse pool of candidates and strongly believe that our organization benefits from the perspectives and talents of a diverse staff. To apply, send resume and cover letter to [kristen@extendedhandsofhope.org](mailto:kristen@extendedhandsofhope.org).