

## **Center Against Sexual and Family Violence Job Description**

**Title:** Safe TLC Coordinator  
**Supervisor:** Director of Client Services  
**Status:** Non-Exempt

### **Scope of Duties:**

Plan, implement, and provide a comprehensive individualized service plan to ensure the empowerment, independence, and self sufficiency of the TLC residents. Services included in this individualized service plan include, but are not limited to employment and educational planning, life skills, advocating for the client in any and all community systems, and promoting the client's access to opportunities to attain self-sufficiency. Responsible for implementing programs and services to meet client needs following up through the client's individualized service plan.

Perform other duties as assigned. Evening and weekend work may be required.

### **Essential Job Functions:**

1. Complete a comprehensive client file to include but not limited to an application, service plan, educational assessment, and follow up paperwork with Safe TLC clients within 48 hours.
2. Prepare all paperwork and coordinate all needed arrangements for potential clients' interview process.
3. Serve as a community liaison for the Safe TLC & CASFV with our community member of the homeless coalition.
4. Be familiar with legal services, resources, and procedures available to each client.
5. Welcome new clients, provide an orientation to include, but not limited to, agency services, Safe TLC guidelines, assist with forms, and tour of facility.
6. Explain and implement Safe TLC guidelines, to include policies and procedures.
7. Conduct and coordinate support groups and life skill classes for clients, both for the Emergency Shelter and the Safe TLC clients.
8. Responsible for scheduling, monitoring, and evaluating staff/interns assigned to his/her supervision.
9. Manage and oversee the Rapid Re-Housing component to include conducting housing search & inspections, preparing all paperwork with clients transitioning into their own housing unit, submitting funds request for rental assistance payments on a monthly basis, and continue providing case management to RRH clients once housed.
10. Oversee the safety, security, and general welfare of Safe TLC clients in conjunction with the Director of Client Services.
11. In a timely manner enter case notes, comply with and compile statistics in Osnium and other data bases required for funding sources.
12. Attend and participate in staff meetings, case staffing meetings, and any other meetings required to maintain and/or improve the TLC facility and client services.
13. Other duties as assigned.

Other Duties:

1. Maintain and manage day to day operations to run TLC program to include managing the budget, keeping a supplies inventory, replenishing supplies as necessary, and the maintenance and upkeep in conjunction with the Associate Director of Support Services.
2. Increase the Center's visibility in the community by attending assigned meetings and participating on behalf of the agency.
3. Transportation of clients to and from needed functions and events.
4. Make community presentation on an on-call basis.

Minimum Qualifications:

Bachelor's Degree in social services related field. Computer proficiency in Microsoft applications. Demonstrated ability in developing protocols and related documentation. Must have own transportation, valid Texas driver's license, and current insurance.

Knowledge, Abilities, and Skills:

- Knowledge of child development, parenting skills, and dynamics of family relationships.
- Working knowledge of Texas law pertaining to family violence, as well as the justice system response to domestic violence.
- Highly developed interpersonal skills.
- Highly developed written and verbal communication skills.
- Deliver presentations before public groups.
- Knowledge of working with volunteers, developing and organizing systems and people.
- Ability to develop positive relationship with individuals in the community.
- Proficiency in basic computer applications.
- Excellent follow through and proven skills.
- Should be creative, articulate, and diplomatic.
- Ability to work independently as well as part of a team.
- Strong self starter who feels comfortable in taking the initiative in problem solving in order to meet the needs of client.
- Willingness to work flexible and irregular hours during peak periods.

Special Qualifications:

Bilingual – English/Spanish

This job description should not be construed to imply that these requirements are the only duties, responsibilities and qualifications for this job. Incumbent may be required to follow any additional related instructions, acquire related job skills, and perform other related work. It is understood that during peak/critical times, staff may be asked to perform other duties not specifically outlined in their job description.

I have read and understood the Safe TLC Advocate job description and am able to perform all functions described.

Signature \_\_\_\_\_

Date \_\_\_\_\_