

**Transitional Services Director
COBURN PLACE SAFE HAVEN**

Coburn Place opens a door through which women and children fleeing domestic violence can find safe haven. Coburn Place transforms battered lives by healing painful emotions, teaching valuable life skills, and fostering financial independence and long-term self-sufficiency.

Reports to: Executive Director
Supervises: All Transitional Services staff and program vendors
Position Status: Full-time, Exempt

Position Overview: The Transitional Services Director coordinates and oversees all supportive activities for the adult residents, ensuring that program services are delivered in the spirit of Coburn Place's guiding mission, vision, and values.

Primary Responsibilities:

- Research, identify, recommend, and recruit activities and resources for adult supportive services.
- Ensure all program services are delivered according to a voluntary service model, are in compliance with all funding source guidelines, and are provided in the spirit of Coburn Place's guiding mission, vision, and values.
- Ensure all adult clients receive proper intake and orientation into the program and an individual plan is developed aimed at empowering each to achieve independence and long-term self-sufficiency.
- Maintain and market, to all adult residents, the full menu of supportive services available during their stay at Coburn Place.
- Participate in the selection and performance evaluation process for all Transitional Services staff and program vendors.
- Ensure all Transitional Services staff are properly oriented and trained, including continuing education and comprehensive knowledge of community resource and referral sources.
- Supervise all Transitional Services staff and program vendors in a supportive, flexible work environment where some weekend and evening availability is necessary.
- Assist the Executive Director in developing and negotiating agreements with outside programming vendors as necessary.
- Ensure all required programming and client file documentation is completed by Transitional Services staff and vendors accurately and in a timely manner.
- Promote an open and supportive flow of communication within the Transitional Services program and with other Coburn Place departments.
- Ensure that the Transitional Services program is working in conjunction with the Children Services program in order to provide seamless and holistic supportive services to families residing at Coburn Place.
- Facilitate, with the Children's Services Director, regular Advocacy Team meetings to ensure a high-quality and comprehensive delivery of transitional services exists for each adult and child resident of Coburn Place.
- Provide advocacy and ongoing support to women as needed.

- Participate with the Executive Director and other department directors in the development and implementation of program and agency budgets and strategic plans.
- Ensure program outcomes and data are accurately tracked and reported in a timely manner.
- Seek opportunities to educate and network the community about domestic violence and the Coburn Place program.
- Maintain effective working relationships with referral organizations to ensure that occupancy goals are met.
- Represent Coburn Place at community events and outreach opportunities in a professional and enthusiastic manner.
- Perform other assigned duties as required.

General Duties:

- Participate in general staff and Directors meetings.
- Provide back-up support to co-workers when needed.
- Respond to health, security, and facility emergencies as needed.
- Provide on-call support on a rotating basis with other staff, if required.
- Provide assistance to volunteers as needed.

Qualities and Abilities Desired Include:

- A passion for Coburn Place’s mission, vision, and values.
- Bachelor’s degree, master degree preferred, in a related field of study.
- Spanish-speaking ability preferred, not required.
- Experience working in domestic violence intervention, response, and/or prevention model.
- Understanding of and experience working with individuals in crisis situations.
- Empathy for domestic violence victims.
- Ability to maintain proper boundaries with residents.
- Crisis and/or self-help counseling skills.
- Group facilitation skills.
- Supervision skills.
- Customer service orientation.
- Excellent oral and written communication skills.
- Ability to maintain rapport with a diverse group of residents, co-workers, and service providers.
- Ability to juggle and prioritize multiple projects and work with multiple people.
- Ability to identify and access outside resources.
- Available to work some week-ends, evenings, and seasonally around a busy holiday schedule
- Computer proficiency, Client database experience preferred.
- Organized and flexible.

All employees are expected to assume responsibility for special assignments that fulfill the mission of Coburn Place Safe Haven.