

Overnight Resident Coordinator End Slavery Tennessee (ESTN)

AGENCY DESCRIPTION: ESTN was founded in 2012 as a faith-based, not-for-profit organization for the purpose of community awareness and education. Since the founding, ESTN has grown to become one of the premier human trafficking survivor service agencies in the nation. On average, the agency receives over 250+ requests for service and assistance each year and maintains a total case load of over 40+ survivors living on our property or in the community. We hire and appoint persons who are committed to our mission to promote healing of human trafficking survivors and strategically confront the crime in our state. We strive to create an environment of faith and spirituality to restore hope and a lifetime of community. We are an agency committed to trauma-informed principles and seek to promote an environment focused around a diverse and inclusive team - all working towards the mission and vision of the organization.

REPORTS TO: Resident Manager

JOB SUMMARY: The Resident Coordinator will provide services to survivors of human trafficking in Middle Tennessee utilizing End Slavery Tennessee in-house services, contacts, community service providers and other collaborations.

***** Due to the sensitivities of our clientele, this position is open to women only. *****

KEY RESPONSIBILITIES:

- Monitoring the houses for issues that may arise and provide the first level of supervision and support for the homes.
- Ensuring chore lists are made and houses are kept clean.
- Dispensing medications for safe house clients.
- Providing additional support and supervision to Resident Staff.
- Calling and informing on-call staff when there is an emergency situation,
- Maintaining order in the homes as much as possible and using appropriate de-escalation techniques.
- Helping assist in welcoming new residents and coordinating with Intervention Coordinator and Survivor Care Coordinators to make sure new residents are welcomed appropriately.
- Manage after hour programming for the safe house (groups, classes, transport from individual houses to groups, troubleshooting issues in-house, maintaining safety at the home).
- Hold house meetings weekly with staff and survivors. Manage interpersonal conflict and create solutions with clients using a strengths-based approach.

- Managing basic house needs (food, toiletries, etc.).
- Complying with agency policy and procedures, maintaining all required documentation, including reporting for grants, in a professional and timely manner.
- Communicating, conferring with, and coordinating care for clients with other direct services team members.
- Be on-call on a rotating basis for after-hours and weekend emergencies.
- Carry out duties assigned by the Resident Manager and Director of Survivor Care.

The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations, and problems. The Resident Coordinator must be able to analyze problems and make prudent decisions while interpreting a variety of factors, problems and alternative methods and procedures, and know when to bring in counsel from their supervisor. The Resident Coordinator must be willing and able to work in a trauma-informed, strengths-based culture and to make good, contextualized decisions at a moment's notice.

ESSENTIAL FUNCTIONS:

- Establish strong, appropriate, and caring working relationships with victims of human trafficking in the safe house environment. Clients may include both minors and adults.
- Develop and maintain excellent working relationships with other organizations as needed, for case coordination and response.
- Coordinate closely with the Resident Manager and other staff members to carry out the mission and in development of an ever-improving system of care for the survivors we serve.
- Maintain up-to-date documentation on clients and services for grant reporting and research purposes.

ADDITIONAL RESPONSIBILITIES:

- Attend staff meetings and meetings in the community, as deemed appropriate and useful.
- May be called upon to represent the organization and share expertise at professional and community training and other events.
- Perform other agency-related duties or special projects, as directed by supervisor. Duties may change according to organizational needs.
- Provide transportation for safe house residents.
- Assist in direct service donations.
- Assist in overseeing survivor closet and needs list.

WORK ENVIRONMENT: Work is carried out primarily in a home environment with intermittent sitting, standing, walking and some light physical activity or being in the office. Most work is performed through direct interaction with clients and using the computer, phone and engaged in communication with on-call staff. Some car travel required as needed (must be able operate both personal and staff vehicle).

RELATIONSHIPS AND CONTACTS:

- Director, Resident Manager, staff, and volunteers
- Community service providers, governmental and non-governmental.
- Referred clientele.

REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

- Bachelor's degree in social work or related field or high school diploma or equivalent and two years of experience required.
- Understanding of trauma-informed care.
- Demonstrated ability to understand and implement best practices around services for at-risk individuals and families.
- Demonstrated ability to deescalate volatile situations.
- Moderate level computer skills, including word processing and spreadsheets.
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations.
- Ability and willingness to work irregular hours when needs dictate.
- Ability to work effectively under pressure.
- Excellent organizational and communication skills, both written and oral, and prompt response to messages.
- Able to maintain confidentiality, as required by law and in the best interests of survivors, staff and the agency.
- Fast learner, quick mind, capacity for hard work, teachable and flexible.
- Valid driver's license, state-required driver's insurance, and access to reliable personal transportation.
- Experience managing staff preferred.
- Experience in case and/or residential management or equivalent position with experience working with trauma, substance abuse, sexual exploitation, victim assistance, child protective services, youth in foster care or human trafficking populations.
- A working knowledge of mainstream resources.

ADDITIONAL REQUIREMENTS:

1. Initial and subsequent random drug screening is required as per agency policy.



2. A background check is required.
3. Must be willing and able to embrace and exemplify our [core values](#).

JOB TYPE: Full-time, Overnight shifts 11pm-8am. Typically working 37.5-40 hours a week.

SALARY AND BENEFITS:

Base Salary:

- \$36,000-\$42,000 based on a combination of education and experience

Benefits:

- Healthcare stipend - \$500.00/ month. Eligible after 30 days of employment.
- \$150.00/ month for therapy
- 1200PTO accrued 10 hours/ month. Eligible after 30 days of employment.
- 96 hours sick leave accrued 4 hours/ pay period. Eligible after 30 days of employment.
- 13 paid holidays
- 4 floating holidays
- Short term disability, Long term disability, AD&D and Life insurance
- Employer 403b match up to 1% of salary based on employee contributions and dependent on annual board vote. Eligible after 6 months of employment

CONTACT INFORMATION AND PROCEDURE: To apply for this job, please submit a cover letter and resume to jobs@endslaverytn.org with your name and title of position you are applying for in the subject line. No phone calls accepted for this position. Due to the high volume of applications, we will only be able to respond to applicants moving forward in the process.

Website: <https://www.endslaverytn.org>

Fax: (615) 806-6994

PO Box 160069 Nashville, TN 37216-0069

End Slavery Tennessee recruits, employs, trains, compensates and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.