



“My children and I slept safely through the night for the first time in years.”

RESPOND has been working to end domestic violence and homelessness in our communities for over 45 years. By joining our team as the Residential Programs Coordinator, you will be helping folks experiencing domestic violence find safe, affordable housing and a life free of abuse. RESPOND’s three tenets focus on our life changing **work**, our diverse **team**, and our commitment to **learning**.

The Coordinator’s **WORK**:

Working with people who are in acute danger, you and your team strive to provide safer housing options in confidential shelter and scattered-site units. Your day may include:

- Welcoming a family to the emergency shelter after completing an intake and ensuring the area is safe for the program participant.
- Providing support to pregnant or parenting teens
- Planning enrichment and healing activities for program participants
- Providing trauma-informed care and supervising staff, so they gain the ability to do the same
- Providing supervision, guidance and mentorship to new-to-the-field and seasoned staff
- Traveling between confidential scattered site apartments and other locations
- Ensuring the sanitation and maintenance of all working and living facilities
- Helping a teammate out! Support a colleague or program in need of an extra set of hands

The **TEAM** you will be leading:

- A team focusing on transitional and residential services—the cornerstone of RESPOND’s programs and services!
- Staffers who are committed to social services, social justice and the belief that housing and safety are human and fundamental rights
- Folks who are fulfilled by providing residential and emergency services
- An established team of professional workers who have many years of experience
- People who work hard and play hard. This work is tough, we bring our A-game every day. When we use our ample Paid-Time-Off, you can find staffers who like a diverse set of activities outside of work.

What you will **LEARN**, model, or teach:

- Trauma informed services are the cornerstone of RESPOND services. Program participants are treated with dignity and respect.
- Extensive training—RESPOND will provide 25 hours of domestic violence related training in the orientation period, and on-going training and continuous professional development opportunities

- How to build safe housing options. What starts with a community need, turns into a service and becomes a program. Be a part of expanding emergency and transitional programming!
- Upward mobility—if you are looking for a career and not just a job, you are in the right place!

Your Knowledge, Skills, and Attributes:

- Minimum of two years' experience providing direct services to families and children, trauma, and abuse survivors and/or those with mental health background required.
- At least one-year supervisory experience required.
- Experience in supporting and developing programs that support children and families.
- Access to a personal vehicle, possession of a valid driver's license and a willingness to transport program participants in RESPOND's service area. This position will travel daily.
- Participate in a shared on-call rotation providing 24/7 supervisory support and decision-making guidance to staff during crises and critical incidents.
- Practice cultural sensitivity and ability to relate to persons of diverse backgrounds, such as the LGBTQ/T community and individuals with histories of substance abuse and/or mental health and different ethnic and social backgrounds.
- High School Diploma/HISET required; A bachelor's degree or 6 years' relevant work experience in a human service field, strongly preferred.
- Must have or be willing to obtain the 25-hr Domestic Violence Training Certification.

RESPOND Compensation and Benefits include:

- Opportunity to lead RESPOND's cornerstone program
- \$65,000-70,000/ year paid bi-weekly
- Ample accrued paid time off of 3 weeks' vacation, 2 personal days, 12 sick days and 13 holidays
- 401k match of 3%
- Excellent health and dental insurance that is 80% paid by employer
- Opportunity to participate in MBTA Transit Perq Program
- No-cost 25k Life insurance policy
- Pre-tax flexible spending and dependent care accounts
- Additional vision, life, and illness policies available at cost to employees

Interested? Let us know why you want to join the team as the Residential Programs Coordinator by sending a cover letter and resume to [hr at respondinc dot org](http://hr.at.respondinc.org) with the job title in the subject line.

RESPOND, Inc. is committed to building a culturally diverse staff that represents the populations we serve. RESPOND, Inc. celebrates diverse life experience and is proud to be an Equal Opportunity/Affirmative Action Employer (EEO/AA). Candidates who are bilingual/bicultural, of color, Native/Indigenous, with disabilities, who identify as LGBTQIA+, or who are members of other marginalized groups are strongly encouraged to apply.