



APPLICATION COVER SHEET

Job Title: Coordinator of Volunteer Services/Shelter Manager

Wage: Level I - \$16.35, Level II - \$17.13

Hours: 40 hours per week (52 weeks per year)

APPLICATION DEADLINE: 5:00pm, Wednesday, November 22, 2023

PLEASE PROVIDE

1. COVER LETTER
2. RESUME
3. COMPLETED APPLICATION COVER SHEET
4. COMPLETED AND SIGNED DISTRICT 4 HRDC APPLICATION
5. SIGNED DISTRICT 4 HRDC JOB DESCRIPTION

Position Summary: Coordinates and supervises Crisis Line Volunteers, responsible for shelter upkeep and management activities, and serves on call as part of staff rotation. Responsible for shelter donations and the donation room. Provides assistance and advocacy to victims of domestic and sexual violence to ensure victims safety. Full Job Description attached.

MAJOR RESPONSIBILITIES:

1. Recruit, screen, select, and schedule volunteers on the monthly calendar.
2. Distribute the monthly on call calendar to volunteers, answering service, Police Department, and Sheriff's Office 10 days before the upcoming month.
3. Conduct a training program on domestic and sexual violence, stalking, and suicide including pre-service, in-service, and on-the-job training for volunteers.
4. Gather and distribute updated information from advocate trainings and webinars to volunteers on a quarterly basis.
5. Provide ongoing supervision, support, feedback, and other non-monetary rewards for volunteers.
6. Institute systematic measures to retain needed volunteers, to reduce volunteer "burnout," and to transfer or terminate ineffective volunteers.
7. Maintain recording and filing system for volunteer program. Keep records of signed volunteer calendars.
8. Conduct monthly outreach to gain new volunteers for the Crisis Line and update Director on progress.
9. Communicate with the answering service and law enforcement agencies regarding any changes to the on-call schedule.
10. Keep accurate monthly reports of In-Kind hours and send to Fiscal Officer and Director by the 1st of each month.
11. Be on the on-call rotation, average of 1 week each month when fully staffed. Must be able to respond to a victim at any time if requested.
12. Be available via cell phone for 24-hour Crisis Line Services during your on-call schedule
13. Provide Case management for a maximum of 5-9 clients at a time.
14. Facilitate weekly group meetings with shelter clients.
15. Keep accurate monthly reports on number of days and meals provided to shelter clients and amount spent on groceries for non-shelter clients and give report to director.

16. Report to the shelter daily, complete the daily shelter check list, review shelter cameras daily and give the check list to the Director to review weekly.
17. In charge of shelter upkeep and operations (repairs, cleaning, and keeping shelter grounds maintained). Staff with supervisor before purchasing for shelter.
18. Process and track all donated items and send thank you cards to donors. Use volunteers when available.
19. In charge of maintaining upkeep of the donation room.
20. Make orders monthly from the Montana Food Bank and stock pantry shelves at the shelter.
21. Provide COVID testing to victims prior to entering the Domestic Violence shelter.
22. Provide COVID tests to victims as needed to maintain safe operation of the program.

ADDITIONAL RESPONSIBILITIES:

1. Attend trainings, as needed, related to issues of domestic and sexual violence and volunteer management.
2. Assist primary and secondary victims of domestic and sexual abuse by providing emotional support, safety planning, referrals, and education.
3. Assist victims of domestic violence by:
 - a. Following their court case and keeping them apprised of court dates and procedures.
 - b. Assisting with filling out and filing victim's compensation claims.
 - c. Advocating safety for victims and their children.
- d. Educating victims about the dynamics of domestic violence.
4. Assist with filling out Orders of Protection, filing them, attend hearings, and ensuring service of the Orders of Protection.
5. Collaborate with Tribal domestic violence programs and criminal justice system to ensure the safest and most effective services for Native American victims.
6. Collaborate daily with judges, prosecutors, law enforcement, tribal agencies, CPS, and mental health professionals to provide comprehensive services for victims.
7. Take evidence photos when necessary and be informed about evidence gathering protocol.
8. Respond to victims of rape and domestic violence at the hospital, emergency room, police station, or sheriff's office as requested by hospital and law enforcement staff.
9. Be familiar with all staff responsibilities and be willing to fill in as needed.
10. Be able to diffuse potentially volatile situations.
11. Travel is required for transporting victims and attending trainings. Willingness and ability to use own vehicle as necessary.
12. Perform additional duties as assigned by the immediate supervisor.

MINIMUM QUALIFICATIONS:

1. Within 30 days of hire obtain COVID rapid retesting certification
2. Must attend Basic Advocacy Training within the first 6 months of employment.
3. Must attend the Montana Victim Advocate Academy Training within the first year of employment.
(Level II Grade 14 and a starting wage of \$17.13 will be received when all training listed is complete)
4. Maintain confidentiality of client identity at all times.
5. High School Diploma or equivalent (GED/HSE)
6. 2 years' experience with Domestic Violence or providing social services.
7. Must possess a valid Montana driver's license and vehicle liability insurance, must have a good driving record and meet insurability requirements for agency automobile insurance policy.

We are an Equal Opportunity Employer/Program, and auxiliary aids and services are provided for individuals with disabilities.

ADDITIONAL INFORMATION:

- 1. We are an Equal Opportunity Employer/Program, and auxiliary aids and services are provided for individuals with disabilities.***
- 2. Current District 4 HRDC Early Head Start and Head Start Parents, current Clients and Volunteers, will receive an interview for employment vacancies for which they are qualified. (Please note on additional information section of application, if this pertains to you).***
- 3. Occasional travel for trainings may be required.***
- 4. EXCELLENT BENEFITS ARE PROVIDED BY HRDC.***
- 5. Background Check required before applicant is hired.***
- 6. Please complete the application by typing or printing in ink. This application is valid only for the job detailed above. Future job openings will require a new application.***
- 7. Application will be rejected if incomplete or unsigned.***

PLEASE ANSWER THE FOLLOWING QUESTION

- 1. From the Job Description for a Coordinator of Volunteer Services/Shelter Manager please tell us what experience you have had that qualifies you for this position.**

**DISTRICT 4 HUMAN RESOURCES DEVELOPMENT COUNCIL
JOB DESCRIPTION**

TITLE: Shelter Manager/Volunteer Coordinator	SUPERVISOR: Victim Services Director
PROBATIONARY PERIOD: 1 year	SUPERVISES: Varying numbers of volunteers
EMPLOYMENT HOURS: 40/Week	WEEKS PER YEAR: 52
GRADE: Level I-13 Level II-14	STARTING WAGE: Level I-\$16.35 Level II-\$17.13
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 - c. Advocating safety for victims and their children.
 - d. Educating victims about the dynamics of domestic violence.
4. Assist with filling out Orders of Protection, filing them, attend hearings, and ensuring service of the Orders of Protection.
5. Collaborate with Tribal domestic violence programs and criminal justice system to ensure the safest and most effective services for Native American victims.
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7. Take evidence photos when necessary and be informed about evidence gathering protocol.
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4. Maintain confidentiality of client identity at all times.
5. High School Diploma or equivalent (GED/HSE)
6. 2 years' experience with Domestic Violence or providing social services.
7. Must possess a valid Montana driver's license and vehicle liability insurance, must have a good driving record and meet insurability requirements for agency automobile insurance policy.

SKILLS, ABILITIES AND OTHER REQUIREMENTS:

1. Knowledge and awareness of Native American culture, family dynamics, and tribal, legal and social service systems.
2. Requires a willingness to work with people of all income levels with diversified backgrounds, including people in need of Agency services, State officials, business people, and community leaders.

3. Ability to keep accurate, complete, and thorough records, and possesses a high level of interpersonal communication skills in reading, writing, and speaking.
4. Must have access to a vehicle and hold a current license and liability insurance. Be able and willing to travel to trainings in and out of state.
5. Work well under pressure, meet multiple and sometimes competing deadlines. At all times demonstrate cooperative behavior with colleagues and supervisors.
6. Awareness of violence issues and the needs of men, women, and children.
7. Ability to interact and work well with law enforcement, social service agencies, and the criminal justice system.
8. Must be able to work independently and in a team setting, as well as collaborate with other professionals.
9. Must have knowledge regarding child development, child behavior, and age appropriate trauma care.
10. Must be available, respond to, and remain calm in crisis and high stress situations.
11. Basic computer knowledge.
12. Demonstrate a commitment to the mission of the Agency, present thoughtful recommendations and resolutions as a client's advocate; and always display integrity, honest interaction, and professional excellence.

WORKING/ENVIRONMENTAL CONDITIONS:

1. Work is primarily in an office environment, as well as at the shelter and handling donations. Requires significant physical effort, moving between 25-60 pounds, on an occasional basis (between 15% and 45% of time). Incumbent must walk, stand, bend, kneel on an occasional basis; Sit, use hands and arms, and speak on a frequent basis. Work is in an office environment, free of excessive noise or other disagreeable elements; temperature is regulated, with less than 10 degree Fahrenheit variation.
2. Occasionally enter unfavorable houses or apartments or situations.
3. Generally dealing with extremely volatile situations.
4. Occasionally work after hours (weekends, holidays, and middle of the night) in high stress situations.

EMPLOYEE SIGNATURE: _____ **DATE:** _____

DISTRICT 4 HUMAN RESOURCES DEVELOPMENT COUNCIL



**2229 5TH AVENUE
HAYRE, MONTANA 59501
(406) 265-6743**

WEBSITE: www.hrdc4.org

“This institution is an Equal Opportunity Provider and Employer”

PERSONAL INFORMATION

Date _____

Name _____ Phone _____
(Last) (First) (Middle)

Present Address _____
(Street) (City) (State) (Zip)

Do you have a current Driver's License? Yes No Are you insurable? Yes No

Do you have proof of the required Liability Insurance on your vehicle? Yes No

EMPLOYMENT DESIRED

Position _____

Date you can start _____ Salary Desired _____

Are you employed now? Yes No If so, may we inquire of your present employer? Yes No

Have you ever applied to this agency before? Yes No

Where? _____ When? _____

EDUCATION

	Name and location Of school	Grade Completed	Area of Study
Grammar School	_____	_____	_____
High School	_____	_____	_____
College	_____	_____	_____
Trade/Business	_____	_____	_____
Corres. Courses	_____	_____	_____

FORMER EMPLOYERS (List below last four employers, starting with the current one.)

Date Employed From _____ To _____ Phone _____
Employer _____ Location _____
Supervisor _____ Position _____
Duties _____

Salary _____ Reason for Leaving _____

Date Employed From _____ To _____ Phone _____
Employer _____ Location _____
Supervisor _____ Position _____
Duties _____

Salary _____ Reason for Leaving _____

Date Employed From _____ To _____ Phone _____
Employer _____ Location _____
Supervisor _____ Position _____
Duties _____

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Date Employed From _____ To _____ Phone _____
Employer _____ Location _____
Supervisor _____ Position _____
Duties _____

Salary _____ Reason for Leaving _____

STATE ANY ADDITIONAL INFORMATION YOU FEEL MAY BE HELPFUL TO US IN CONSIDERING YOUR APPLICATION (i.e., if you are applying for a position dealing with children, comments could be made concerning preschool experience or parenting experience. We welcome your volunteer experiences.)

We are committed to making reasonable accommodation to any known disability that may interfere with an applicant's ability to compete in the application and interview process. If you would like us to consider any such accommodation, please attach a separate sheet of paper with the description of the desired accommodation.

I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal.

I authorize investigation of all statements contained herein and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release all parties from liability for any damage that may result from furnishing same to you.

Signature

Date

Applicant Data Record

Qualified applicants are considered for all positions, and employees are treated during employment without regard to race, color, religion, sex, national origin, age, marital or veteran status, medical condition, or handicap.

As employers/government contractors, we comply with government regulations and affirmative action responsibilities.

Information on this form will not be used or seen by the selection committee and is solely to help us comply with government record keeping, reporting and other legal requirements. Please fill out the Data Record.

This Data is for periodic government reporting and will be kept in a Confidential File separate from the Application for Employment.

Date _____

Position(s)/Program Applied for _____

Birthdate _____ Male Female

Referral Source (Please check one)

Newspaper Job Service Friend
 HRDC Website Other (please specify) _____

Check one of the following

Race/Ethnic Group

Caucasian Native American/Alaskan Native African American
 Asian/Pacific Islander Hispanic

Check if any of the following are applicable

Veteran Disabled Veteran Handicapped Individual