



COLLEGE COORDINATOR JOB DESCRIPTION

Girls Educational & Mentoring Service (GEMS)

Girls Educational & Mentoring Services (GEMS) is a 501 (c)(3) non-profit organization whose mission is to empower girls and young women, ages 12–29, who have experienced commercial sexual exploitation and domestic trafficking to exit the commercial sex industry and develop to their full potential. GEMS' is the only nonprofit organization in New York State to provide specialized services to young women and girls who have experienced commercial sexual exploitation with counseling, crisis housing, life skills training, job training and health care with consistent support and viable opportunities for positive change.

Position Summary: The Residential Support Services Coordinator is responsible for working directly with runaway and homeless Youth, specializing in sexually exploited and trafficked young women, ages 16-29. The Residential Support Services Coordinator is responsible for providing counseling, comprehensive case management and advocacy services in our residences. They serve not only as case manager, but as advocate, ally, counselor, and a support system for young women in crisis. The Residential Support Services Coordinator is an essential part of the Residential Team and overall GEMS community.

Title: Residential Support Services Coordinator

Salary: \$50,000 - \$60,000

Role Concentration: Case Management

Job Type: Full time | Hybrid Position

Shift: Monday – Friday

Key Tasks and Responsibilities: This statement of duties is for purpose of identifying this position, but **it is not limited to:**

- Responsible for providing holistic case management to Imani House residents, maintain primary operations of the Imani House program.
- Ensure safety of residents and promote confidentiality. Comply with all Office of Violence against Women regulations.
- Maintain constant oversight of the residence and maintain a visible presence daily.
- Be available as needed to address all questions, issues and concerns.
- Set and contribute to a safe, dignified, orderly atmosphere by enforcing program policies and procedures.
- Serve as a role model- guiding and empowering members and facilitating appropriate behavior around daily living skills, self-care, personal interaction, social relationships and constructive time management.
- Provide mediation and conflict resolution as appropriate, to address all conflict and safety concerns in the Imani House program.
- In collaboration with the Intake Coordinator will conduct intake to the Imani House
- Develop monthly individualized goal plans with Imani residents.
- Provide weekly case management to Imani House residents, including monthly Individualized Service Plans (ISPs)
- Conduct inspections in the residence.
- Work in collaboration with the Residential Director and Chief Operating Officer to address all facility maintenance matters related to the Imani Residence
- Promptly write up service requests for routine and low maintenance repairs
- In collaboration with the Chief Operating Officer will monitor subcontractors and ensure prompt and proper completion of repairs
- Responsible for conducting regular spot checks at the Imani House, with a minimum weekly evening checks and biweekly weekend spot checks
- Sustain a nurturing and healthy household for all residents and staff alike
- Responsible for and is the primary contact for supportive housing and other housing needs for non-residential GEMS members, assisting with housing referrals, information, applications,
- and advocacy, etc.
- Conduct monthly workshops related to accessing housing and other housing needs
- Participate in main office events, staff meetings and collaboration with all GEMS staff and members
- Manage supervision and support of Imani Residents
- Manage Imani housing program discharges

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- Responsible for maintaining thorough and accurate records, case files, expense reports, check requests, correspondence, OVW reporting summaries, and statistics; complete necessary documentation in a timely, accurate and complete manner.
- Manage all incidents reports
- Manage the distribution of petty cash funds for Imani and maintain accurate records and fiscal reports.
- Manage bed roster; sign-in sheets and referrals
- In collaboration with the Residential Director, manage emergencies including contacting appropriate staff; interacting with police, fire and medical personnel as needed.
- Assist in promoting the cooperative, harmonious, teamwork environment GEMS strives to promote within the workplace.
- Assist in promoting an atmosphere of dignity and respect in line within the philosophy and policies of GEMS to all residents and staff
- Attend to weekly supervision meeting with Residential Director
- In collaboration with the Office Manager manage inventories of tools, facilities and office supplies, keys, furniture related to the Imani residence.
- Manage all complaints in a prompt and courteous manner. Work directly with the Residential Director to handle complex and difficult complaints

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Additional Qualifications:

- Bachelor's degree in social work or related field of study with equivalent clinical and professional experience. Master's degree with clinical component highly preferred.
- Eligible to work in US
- A minimum of 3-5 years experience working with youth and managing a holistic residential program is required
- Sensitivity to the needs of sexually exploited young women.
- A minimum of 2 years of experience working with mental health related issues, complex trauma, substance abuse, court involved youth, domestic violence, HIV/AIDS, child welfare related issues and crisis intervention techniques.
- A minimum of 1 year of prior case management experience is required.
- Demonstrated ability to facilitate small groups and workshops.
- Ability to be available for crisis as needed.

GEMS Core Values:

- Developmentally Grounded
- Trauma Informed
- Culturally Competent
- Gender Responsive
- Strengths Based
- Social Justice Oriented

GEMS Principles:

- Survivor Leadership
- Transformative Relationships