Job Posting
Part-Time Care Coordinator

Enjoy a fulfilling career as part of our mission to end domestic abuse for all!
Are you looking to make a personal connection with a unique and highly inspiring mission? Are you a female Christ follower who wants to use your professional gifting to make a difference?

At Hagar's Sisters, our goal of making domestic abuse history is bold, but achievable. We are looking for dedicated, creative and compassionate individuals who believe in our mission, and who believe they can make a difference.

At Hagar's Sisters your work as a Care Coordinator will make it possible for us to provide life-changing services to women who have experienced intimate partner abuse. As a faith-based nonprofit, Hagar's Sisters bridges the gap between domestic abuse best practices and Christian beliefs that can unnecessarily make women feel trapped in an abusive relationship to empower women through care and safety planning, education, and compassionate community.

In addition to the personal satisfaction that comes from serving women, children and families to heal and recover from domestic abuse, we offer location-based competitive salaries and extensive benefits:

- Health Benefits (for New England Residents working at least 30-hrs)
- 401K Plan
- Flexible Work Schedules
- Remote Opportunities
- Workplace safety, including COVID protocols

This is a part-time (24-32 hours) role, Tues. – Fri. afternoons 1 – 6 PM preferred

Key Responsibilities

- Complete and implement position specific training for call intake process, care planning, management of secondary trauma, capturing data, confidentiality, and other position specific proficiencies
- Ensure quality, compassionate, trauma-informed and equitable care of all Sisters from intake to program completion
- Effectively handle intake conversations; care planning, safety planning, safety screening email communications and follow-up calls/emails with Sisters to screen for program inclusion, course level assessment and recommendations
- Conduct regular debriefings with senior level staff and update Care Coordinator Team Manager of Sisters' concerns
- Document new and existing Sisters to ensure accuracy and inclusion with a focus on retention
- Work with Care Coordinator Team Manager to enter new Sisters into learning management system as new users and register them for support group courses monitoring to ensure completeness, accuracy, preparation
- Support Sisters to complete the course modules
- Share policies and protocols for participating in support group and respond accordingly to concerns
- Participate in all regular staff team meetings

Qualifications

- Domestic Violence Advocacy Certification (DVAC) provided by Hagar's Sisters (Completed upon hire)
- Demonstrated spiritual vibrancy as a dedicated Christ follower
- Compassionate, clear and effective phone and email communication skills
- High adaptability to learn, use and train others on multiple technology platforms for making calls, recording data, and engaging with learning management system.

Preferred Qualifications

- LSW with 1 year clinical expertise
- Counselor with a specialty in domestic/sexual violence
- Bilingual candidates are encouraged to apply (English/Spanish speaking)