



## **IN-HOME COORDINATOR Victory Over Crime Program**

**SALARY INFORMATION:** \$14 per hour; non-exempt; Grant Funded Position: OCJP VOCA Grant#18832

**WORK HOURS:** Full-time; 40 hours per week, with the ability to work additional hours if requested.

**BASIC FUNCTION:** The Victory Over Crime In-Home Coordinator performs the duties involved in providing assistance with household tasks, shopping, and personal care, and provides assistance to enable older adults who have been victimized to remain independent and living at home.

### **CORE JOB SPECIFIC COMPETENCIES**

**Action Oriented:** You must be willing to work hard, accept challenges, take action with little planning or preparation time and recognize opportunities.

**Compassion:** You must genuinely care about people, show concern for others, be available and ready to help when needed, be sympathetic to the plight of others and demonstrate empathy with the joy and pain of others.

**Conflict Management:** This position requires that you step up to conflicts and see them as opportunities. You will need to read situations quickly by practicing focused listening. You will be asked to manage disputes equitably by finding common ground and gaining cooperation.

**Customer Focus:** You must be dedicated to meeting the expectations and requirements of internal and external customers, always acting with them in mind and establish and maintain effective customer relationships by gaining their trust and respect.

**Organizing:** You will need to be organized in your work, as you will be called upon to perform multiple tasks simultaneously. Getting things done will require efficiency and wise use of resources.

**Dealing with Paradox:** You will need to be very strong, while also being flexible and adaptable in facing challenging decisions. Not all situations you encounter will be the same, and your decisions must be dependent on the situation at hand.

**Presentation Skills:** You will be required to deliver effective presentations to many audiences to include: one-on-one, small and large groups, peers and bosses. You can manage the group process during a presentation and change tactics as needed.

**Problem Solving:** You must use logic and techniques to solve difficult problems with effective solutions, ask for guidance and ideas from others who can assist you, see hidden problems, honestly analyze problems and look beyond the obvious, while not stopping at first answers.

### **CORE RESPONSIBILITIES**

The following duties are carried out inside and outside the homes of customers and under the instruction of the Victory over Crime Director:

- Solicits and screens referrals to the program.
- Administers a comprehensive functional assessment to determine customer eligibility.
- Develops a care plan with customers and modifies plan, as needed.
- Collaborates and consults with customers, service providers, volunteer groups, family members and significant others to implement care plan.
- Criminal Justice System Navigation – will assist customers to understand and navigate the complexities of the criminal justice system
- Client Observation - will be observant of abuse indicators and knowledgeable of how to make a report, written or verbal, to applicable authorities.
- Household Maintenance – general household maintenance such as dusting, mopping, sweeping, changing bed linens, cleaning bathrooms/kitchens/living areas, laundry, washing dishes, vacuuming, and trash disposal.
- Shopping Assistance - provides customers with essential shopping and errands.
- Socialization – socialize with customers to build rapport and learn of new or ongoing needs and concerns.
- Transportation – transport customers to appointments.
- Education- give instructions in the skills necessary for independent living and safety including homemaker duties, nutritional and economic shopping, preparation of healthy meals, personal cleanliness and hygiene, dealing with disabling conditions or in exercises prescribed for physical therapy, writing checks, making bank deposits, paying bills and use of postal service, use of public transportation, information on how to access community resources or other skills which would help the customer achieve the goals they have set.
- Makes accurate, detailed daily notes on activities and interactions with customers, attends all meetings and workshops as required, works cooperatively with other staff and volunteers to meet customer needs and to update customer records.
- Performs outreach/marketing functions in coordination with the Victory Over Crime team.
- Assists in development and implementation of safety plans.
- Performs other duties as assigned.

## **CORE WORK REQUIREMENTS**

- **Education:** Bachelor's degree in social services or related field. Preference given to criminal justice or social service training.
- **Experience:** 1 to 3 years of experience working in social service field. Preference given to experience working with criminal justice or older adults.
- **Special Skills:** Must maintain good driving record, reliable transportation and vehicle liability insurance. An interest in, sensitivity to and experience in assisting frail persons and their caregivers. Ability to work independently and as a member of a team.
- **Certifications or Licenses:** TN Driver's License

- **Physical Requirements:** This job is performed in customers' homes where smells from smoking, pets and inability to maintain a home can be encountered. Able to bend, stoop, push, pull, stand for long periods, lift and carry up to 25 pounds and able to ascend/descend stairs. Extensive travel within Davidson County is required. Able to work in smoke free office environment.
- **Equipment Requirements:** Proficient in utilizing a computer, printer, copier, facsimile and telephone equipment.

#### **HOW TO APPLY**

To be considered, please send a current resume and cover letter  
indicating the position for which you are applying to:

[careers@fiftyforward.org](mailto:careers@fiftyforward.org)

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