



CRISIS CARE COACH (PT)

JOB DESCRIPTION

OVERVIEW

As a member of Dorothy's House staff, you will have the opportunity to leverage your personal experience and your compassion for others to help participants navigate their own life journeys during restoration. Our staff is a tight-knit community with diverse backgrounds but sharing one common goal: making a tangible difference to restore the lives of the people we serve.

Our approach to restoration leads with care, compassion and confidence. The responsibilities associated with this approach and the overall impact are constantly evolving and we strive to remain adaptable in a fast-paced setting. That being said, safety is our top priority for our participants, staff, and property. While you will have the opportunity to grow and evolve within your role, our program remains structured to drive lifestyle changes, which requires boundaries and rule enforcement.

Communication, respect, adaptability and connectedness are core to what we do every day to remove barriers and create a tangible difference in the lives of survivors of human trafficking, exploitation and prostitution. Communication is crucial to effectively strengthen controllable circumstances within a fluctuating environment. We support and respect each other and our mission in order to maintain a united front when supporting our participants.

It takes support, a safe space, resources and empathy to recover a life interrupted by human trafficking, exploitation and prostitution.

That's us. That's Dorothy's House.

SUMMARY OF OVERALL ROLE AND RESPONSIBILITIES

The Part-Time Care Coach is an extension of the Crisis Care Team, which is designed to ensure the schedules of the home are met while supporting the participants in their journey to determine their individual next steps.

A successful candidate will:

- Be able to show compassion in a variety of situations
- Maintain specific personal boundaries and hold participants accountable for their actions.
- Listen actively and reflect what you hear back to the participants.
- Identify individual strengths and utilize those strengths to promote hope, motivation, and action.

- Have sufficient life experience/skills to be a guide to participants in the home.
- Be able to diffuse tense situations and difficult moments, while keeping own emotional reactions in check.
- Possess strong written and verbal communications skills to build relationships with participants and effectively keep staff up to date on evening/weekend happenings.
- Work **with** the participant rather than **for** them or on their behalf, while holding them accountable to goals and expectations.
- Previous experience in an environment with trauma survivors, addiction treatment, and/or mental health counseling and support is helpful but not required.
- Must be over 21, possess a valid driver's license and insurance, have the ability to maintain those items successfully throughout employment, and be willing to drive agency vehicles to transport participants as needed.
- Be available evenings and weekends as detailed below, a total of approximately 18 or 22 hours weekly.

Roles and Responsibilities

Manage the logistics of a household with supporting staff and volunteers. Duties may include but are not limited to:

- Maintain participants' daily schedules, ensuring attendance at scheduled activities
- Food preparation/clean up
- Distribution of participant medications
- Supervision of chores and special projects
- Occasional participant transportation
- Maintain structure and discipline as required and appropriate, including corresponding rule infraction documentation
- Model appropriate behavior and relationships to encourage positive life practices
- Document interactions daily on communication log
- Support visiting volunteer logistics and various participant routines as appropriate
- Attend scheduled staff meetings
- Inventory and report on various household item supplies weekly
- Prepare various activity or food components for upcoming activities or meals
- Perform nightly house closing procedures

Starting pay: \$15.00 hour

Work Schedule: Position 1: Sunday 9am-7pm; Monday-Tuesday-Wednesday 5pm -9pm
Approximately 22 hours per week
Position 2: Thursday-Friday 5pm-9pm; Saturday 9am-7pm
Approximately 18 hours per week