

Position Title: Residential Assistant

Who We Are: CORA (Community Overcoming Relationship Abuse) is the only agency in San Mateo County providing crisis intervention and supportive services to survivors of domestic violence and their children. We provide legal assistance, education and outreach, community-based advocacy, individual and group counseling, a 24-hour hotline, emergency response through our collaboration with law enforcement, two emergency shelters and supportive housing to survivors of intimate partner violence/abuse.

Position Summary: The **Residential Assistant** is part of a team of professionals providing residential support for victims of domestic violence. The Residential Assistant ensures a safe and healthy living environment for clients, assists in shelter operations, and supports the immediate needs of families at CORA's emergency shelter sites. The RA will provide support services to staff and clients at both shelter locations. The RA will be responsible for monitoring facilities and supporting in daily operations of the residential programs. This includes general oversight of facility safety and related activities, food pantry operations and training, general supply inventory/stocking, and other general maintenance functions. This position involves regular travel between multiple sites.

Primary Responsibilities:

Facility Maintenance

- Conduct regular inspections of both shelter sites to ensure safety and security of facilities, monitoring the property for safety hazards, repairs, and improvements.
- Identify and troubleshoot maintenance issues and make minor repairs and perform basic home maintenance.
- Schedule and coordinate larger maintenance projects, repairs, estimates, etc., in collaboration with facilities staff and shelter manager.
- Responsible for unit turnover during the intake/exit process at both shelters.
- Prepare living area for new clients by conducting light cleaning, coordinating maintenance/repairs, and restocking supplies.
- Conduct routine housekeeping inspections and monitor/report any pest control issues.
- Maintain positive relations with vendors and update contacts as needed.

Operations

- Train staff/residents on shelter emergency and non-emergency procedures in compliance with departmental and agency policies in coordination with facilities.
- Coordinate the acquisition and distribution of basic supplies and donations for shelter residents. Conduct inventory of supplies and ensure that it is appropriately stocked in collaboration with the emergency shelter manager.
- Pick-up supplies and donations and coordinate the sorting, distribution and storage of those items.
- Maintain donation storage for both shelters, and ensure items are organized and accessible.
- Provide ongoing informational and operational assistance to the Emergency Shelter Manager.

Direct Service

- Interface with other shelter-based program staff to ensure the safety and cleanliness of the sites in accordance with resident guidelines and program policies.
- Complete shift tasks such as floor checks, shift updates, and report any unusual events.
- Arrange transportation of residents, for emergencies and/or as assigned.
- Provide shift coverage, as needed.

Food Pantry Coordination

- Responsible for food bank audits, meetings, ongoing pantry compliance and related reporting requirements.
- Coordinate food deliveries/donations, including sorting and distribution to residents and other CORA clients.
- Ensure that food pantry is stocked and organized and that all food storage guidelines are being adhered to at both shelter locations.

General

- Attend and participate in departmental, organizational, and community meetings.
- Maintain accurate records in database and track program statistics, as needed.
- Participate in community outreach and education, as assigned.
- Other duties as assigned by supervisor.

Required Skills & Qualifications:

- Bilingual English/Spanish preferred.
- Must be available to work day/evening hours Monday-Friday 8am-9pm, weekends, and some holidays. Schedule may vary—must be able to modify schedule to meet program needs.
- Strong understanding of domestic violence, trauma focused interventions, and trauma informed practices. Completion of 40-hour domestic violence training as mandated by the State of California. Candidates who do not already have this certificate will be required to attend the next available training.
- Valid CA driver's license, access to reliable transportation, and proof of insurance required.
- Ability to travel to multiple sites within San Mateo County and Familiarity with community-based services in San Mateo County.
- Ability to lift at least 25 lbs., climb ladder/stairs, and perform light cleaning and maintenance tasks including furniture assembly, changing light bulbs, mounting shelves, anchoring furniture, etc.
- Knowledge of health and safety standards for public residential facilities preferred.
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Demonstrated ability to work in a fast-paced environment and maintain calm under pressure.
- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Ability to build and maintain collaborative relationships with vendors, apartment managers, and other community-based agencies.
- Ability to integrate feedback and utilize supervision.
- Excellent written and verbal communication skills; strong problem solving skills; strong organizational skills (i.e., ability to prioritize, manage multiple projects, and meet deadlines).
- PC proficiency in a Microsoft environment; and experience with data entry.
- Background check, including fingerprinting clearance from the Department of Justice.

Reports to: Emergency Shelter Manager

COMPENSATION: This is a regular, full-time, non-exempt position. Starting rate of \$18.60 per hour based on a 37.5 hour workweek. CORA offers excellent health benefits (medical, dental, vision, chiropractic), generous time-off policies (including 3 weeks of vacation in 1st year), LT disability, life insurance, and a matching retirement plan.

To Apply: Please email resume and cover letter to: jobs@corasupport.org.

CORA History and Overview

CORA has provided services to survivors of intimate partner abuse for nearly 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, emergency shelter options, and supportive counseling. Family Support Services provides mental health therapy, supportive/transitional housing, and a children's program. CORA has robust legal services for survivors of domestic violence and provides educational workshops about the dynamics of domestic violence and healthy relationship skills.

CORA is strengths-based, collaborative, accessible, and client-centered. CORA believes that everyone deserves to be treated with respect in their intimate relationships. We provide safety, support and healing to individuals who experience abuse in an intimate relationship and educate the community to break the cycle of domestic violence. Regardless of a survivor's race, class, gender, sexual orientation, or culture, we save lives and provide an opportunity to begin again.

CORA inspires work of the highest caliber by fostering staff engagement through transparency and inclusion in agency decisions wherever possible. We strive to ensure our policies and communications reflect an appreciation of the impact of social inequities, historical and current, and actively promote healthy relationships amongst staff by demonstrating mutual respect in all our communications.

Websites: www.corasupport.org and www.teenrelationships.org

CORA is proud to be an equal opportunity employer. We seek diversity with respect to race, color, age, sex, (including breastfeeding and medical conditions related to breastfeeding), religion (including religious dress or grooming practices), national origin, mental or physical disability, genetic characteristics and information, ancestry, marital status, family status, political belief, sexual orientation, gender (including gender identity and expression), medical condition, military, or veteran status or any other category or status protected by Federal, State or other applicable laws.

All applicants are welcome. Individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply. The position will remain open until filled.

No phone calls please.