



## Job Description

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| <b>TITLE:</b> Shelter Care Coordinator | <b>JOB CODE:</b> 2665                |
| <b>DEPARTMENT:</b> Juvenile Services   | <b>FLSA:</b> Non-Exempt              |
| <b>PREPARED:</b> November 2005         | <b>FLSA CLASS:</b> Supervisor        |
| <b>UPDATED:</b> April 12, 2022         | <b>WORK LOCATION:</b> Farmington, NM |
|                                        | <b>REMOTE WORK ELIGIBLE:</b> NO      |

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**Summary:** Under limited supervision of the Juvenile Services Director, the Shelter Care Coordinator organizes and administers the operations of the juvenile shelter care facility; serve as liaison for the appropriate placement of children. This professional position shall ensure the safety and security of the shelter care.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Assist with supervision, coach, train, and instruct staff as required; prioritize and assign tasks and projects.
- Ensure all activities are compliant with established policies and procedures and with State and Federal laws and regulations.
- Monitor and review service trends and recommend operational and policy improvements.
- Supervise the day-to-day operations of the shelter; monitor the work of staff in providing services to the residents; ensure that staff is providing the highest quality service to the adolescent residents and meeting their needs.
- Oversee the intake process to ensure that juveniles have and understand the manual and rules for the facility.
- Maintain the safety and security of the shelter environment; ensure that contacts with the juveniles are monitored and controlled.
- Review daily and incident reports; investigate problem situations and complaints; summarize the results of the investigation and recommended course of action.
- Plan and implement individual and group skill activities; oversee the delivery of these programs to residents; evaluate the result of these programs and make modifications as necessary to improve their effectiveness.
- Supervise and coordinate the resident's day-to-day schooling and transportation.
- Identify needs and handles more difficult situations with residents; provide necessary services available within the facility.
- Identify available social services and coordinates these services.
- Discuss the immediate crisis situations with residents; describe alternatives for care and to the shelter care.
- Perform other related duties as assigned.

**Required Knowledge and Skills:**

- Knowledge of the principles and practices related to juvenile and social services programs.
- Knowledge of laws and regulations related to juvenile and social programs.
- Knowledge of safety and security policies and procedures.
- Knowledge of management principles, practices and methods.
- Knowledge of County policies and procedures.

**Job Description**

**Shelter Care Coordinator**

- Skill in effectively managing and leading staff, and delegating tasks and authority.
- Skill in collecting and researching information gathered through interviews and documentation.
- Skill in solving problems in a timely manner.
- Skill in communicating effectively, both orally and in writing, and in maintaining confidentiality.
- Skill in planning and organizing work to meet deadlines and established objectives.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in planning and implementing plans and programs.
- Skill in establishing and maintaining effective working relationships with County staff and the public.
- Skill in the use of a personal computer and standard business software.

**Education and Experience:**

- Associate’s Degree and five (5) years of social service and management experience; Bachelor’s Degree in Psychology or Sociology and four (4) years of social service and management experience preferred. Or, an equivalent combination of education and work experience sufficient to perform the duties of the position.
- Full-time work hours for this position consist of rotating shift work, nights and weekend shifts, and overtime. Rotating shifts is a requirement for the operations of this facility.
- Valid State of New Mexico Driver’s license or able to obtain within six (6) months of employment.

**Environmental Factors and Conditions/Physical Requirements:**

- Working conditions are typical juvenile facility settings; involves the potential for high stress levels and exposure to hostile situations; some non-standard work hours are required.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County’s electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

**Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.

**Approvals:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Department Head:** \_\_\_\_\_ **Date:** \_\_\_\_\_