



## Drop-in Coordinator

### REST JOB DESCRIPTION

#### REST SUMMARY

REST exists to provide pathways to freedom, safety, and hope for victims of sex trafficking and people involved in the sex trade. As part of the City of Seattle's Coordinated Effort Against Sexual Exploitation, we provide prevention, intervention, and restoration services all with the vision of making our community free of sexual exploitation. Our culture is influenced by our values of belonging, honor, trustworthiness, and tenacity. We are motivated and inspired by our faith as a Christian organization, though we are dedicated to serving people of all faiths and backgrounds through our programs and do not require faith engagement as a condition of receiving quality services.

#### ROLE SUMMARY

The Drop-in Center at REST is a critical need for survivors in the community who have been involved in the sex trade and desire to build community and access valuable resources. The Drop-in Center is a part of REST's continuum of care, which includes prevention, outreach, a 24/7 hotline, case management, an emergency shelter, and residential program. Individuals who visit the Drop-in Center can receive stabilizing support like crisis intervention, case management, chemical dependency and mental health services, survivor support groups, education and life skills assistance. The Drop-in Center is open Monday-Thursday from 2pm-8pm and offers daily classes, groups, and workshops for survivors.

The Drop-in Center Coordinator is responsible for creating a safe, welcoming, and inclusive environment while also ensuring services are running smoothly on a daily basis. Central to this position is the ability to develop trusting relationships while maintaining policies and procedures created to ensure safety for everyone involved. This role is responsible for developing and/or coordinating engaging and effective workshops, classes, activities, and events, and meals all geared toward helping guests build a sense of community and support as they work toward their self-identified goals. The Drop-in Center Coordinator is responsible for overseeing staff and volunteers connected to the Drop-in Center, being a consistent presence in the Drop-in Center and partnering with the Emergency Receiving Center Shelter and Community Advocate teams to provide integrated and collaborative care for each guest; ensuring all services provided are strengths-based, survivor-informed, and reflects REST's values.

Women of color and survivors of sexual exploitation are strongly encouraged to apply.

#### ROLES

- Coordinator of staff, volunteers, interns, guest facilitators and meal donors who are implementing Drop-in programming and recording data and outcomes
- Consistent presence in the center, modeling a standard of trauma-informed care
- Collaborative partner with internal and external organizations serving survivors of the sex trade
- Creative innovator and facilitator of programming that inspires attendance and engagement

#### RESPONSIBILITIES

- Create and maintain a safe drop-in environment, per agency standards
- Schedule, orient, and delegate roles and tasks to staff, volunteers, interns, and guest facilitators working in Drop-in
- Oversee, recruit, and orient facilitators to provide meaningful and engaging workshops, groups, classes, activities, and events to take place during Drop-in hours
- Procure and coordinate dinner and resource closet donations
- Fulfill all reporting requirements in REST CMS (Apricot) and any additional grant reporting software

- Track outcomes, and implement program evaluation to identify and suggest areas for improvement
- Participate in the ongoing development of drop-in center values, policies and procedures
- Record reconciled expenses, within budget, and submit paperwork on time
- Stay up-to-date with knowledge of other community and area service provider resources
- Utilize prevention and de-escalation skills to avoid violence or behavior problems, and follow escalation protocol when necessary
- Provide culturally responsive care for all guests, volunteers, and interns
- Contribute to the improvement of diversity, equity, and inclusion throughout the team
- Create an environment that promotes the emotional, spiritual, and physical health of the team
- Self-regulate when experiencing triggers, trauma-responses, or stressors in order to stay engaged, productive and meet the needs of the team and clients
- Maintain facility upkeep, security, health and cleanliness standards
- Participate in all necessary staff meetings and trainings
- Other duties as assigned

## QUALIFICATIONS

- BA in social service field or relevant experience in lieu of degree
- Experience working with vulnerable populations required, with survivors of sexual exploitation preferred
- Knowledgeable on the topic of sex trafficking and the sex trade
- Understanding of the various types of trauma and effects of complex trauma
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Ability to organize, discern, and problem-solve creatively
- Flexible – able to respond to directives in a timely manner
- Skilled at coordinating multiple people and activities, while keeping the big-picture vision in mind
- Strong leadership, interpersonal and professional skills, and the ability to maintain a positive collaborative relationship among staff
- Must be able to engage in active listening and communication to relay accurate information
- Able to effectively work in a diverse workplace, and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and disability
- Must be able to thrive in a high intensity, and often unpredictable work environment
- Strong sense of self identification, coping skills, emotion regulation and conflict resolution
- Employees of REST must agree with the REST statement of faith and organizational values
- Technology skills: iPhone; email; basic computer skills, Microsoft Office, Google Drive, Database
- The person in this position needs to be able to move about freely, throughout the drop-in center, including ascending and descending stairs
- Must be able to lift up to 20 pounds on occasion
- Must have valid Driver's License with clean driving record

Schedule: Monday through Thursday, 11am-9pm, with possible variable hours, depending on program needs

Location: 4215 Rainier Ave S, Suite B, Seattle, WA 98118

Hours: 40 per week

Hourly: \$22.00 - \$25.00/hour DOE