

Ratanak Achievement Program (RAP) Job Description: HOME ADVISOR COORDINATOR

November 2013

Job Title:

Home Advisor Coordinator

Program:

Ratanak Achievement Program (RAP)

JOB PURPOSE:

- To provide supervision, oversight and monitoring of RAP Home Advisors to ensure they provide quality care and support to clients who live at the RAP home.
- To provide supervision and monitoring of RAP facilities to ensure all repairs, maintenance and operational issues are resolved in a timely basis
- To provide spiritual support and care to Home Advisors

KEY RESPONSIBILITIES AND DUTIES:

- **Home Advisor Supervision**
 - Responsible for providing orientation training for new Home Advisors
 - Coordinate Home Advisors work schedules
 - Identify Home Advisor staff ongoing training needs and ensure all home advisors have the necessary training
 - Serve as a point-of-contact for emergencies and urgent questions from Home Advisors
 - Review Home Advisors financial requests forms regarding purchases related to the RAP home
 - Provide supervision and oversight for all Home Advisors (e.g., appraisals, disciplinary action) and make recommendations to the Program Manager
 - Monitor and supervise the Home Advisors who run the Weekly House meetings with the client ,providing recommendations and feedback
 - Ensure RAP Observation Notebook is being updated by the Home Advisors
 - Conduct weekly Home Advisor meetings in consultation with the Program Manager
 - Responsible for ensuring a smooth handover (communicating any house issues or client issues) between Home Advisors in shift changes
 - Communicate house or policy changes to Home Advisor staff
 - Works closely with RAP Program Manager to ensure consistency in RAP program and to resolve any staff conflicts.

Client Care

- Monitor the general situation of the client and home advisor relationships and ensure that they are safe.

- Ensure that general house-rules are followed and help mediate conflicts between client and home advisors in consultation with the Counselor, Psychosocial Technical Supervisor and Program Manager
- Coordinate and organize client birthdays and staff birthdays with the home advisors on duty
- Participate in daily client debrief meetings and work with home advisors to ensure follow up actions are completed.
- Operational Support:
 - Identify any household repairs, submit required documentation to Program Manager and work with Home Advisors to ensure the repairs are completed in a timely manner.
 - Responsible for ensuring all inventories (food, medical supplies, household items) are being maintained and documented
 - Responsible for overseeing the cleanliness of the RAP facilities
 - Prepare a monthly report plan for the Program Manager identifying activities to be implemented during that time
- Spiritual Formation:
 - Monitor Home Advisors to ensure that they are consistently praying for clients before they go to school or work or in the evening before the young women go to sleep
 - Provide spiritual support to home advisors
 - Attends the daily staff devotional and prayer time
- Other
 - In addition, the Home Advisor Coordinator will perform any other tasks as assigned by the RAP Program Manager and/or the Psychosocial Technical Supervisor

Required Knowledge, Skills, and Expertise

- Demonstrated oral and written communications skills in English and in Khmer.
- Good understanding of computer programs (Word, Excel)
- Good understanding in cash management and reconciliation.
- Good interpersonal skills
- Mature, dynamic, hard-working, well-organized and systematic.
- Discreet and respectful of confidentiality.
- Team player able to work effectively with others, flexible and adaptable
- Well organized and the ability to establish work priorities in a busy office environment
- Problem solving ability
- Proficiency in record keeping

Required Education, Experience & Attributes

- Bachelor's Degree in Psychology
- Experience in counseling
- Experience working with finances and administration

- Experience working with traumatized victims
- Minimum of four years experience working in a supervisory role in a shelter or residential care facility
- Experience in the field of human trafficking is an asset
- Christian regularly attending a local church
- Must understand and agree with Ratanak's vision, mission and core values.

DESCRIPTION OF WORK CONDITIONS/ ENVIRONMENT

Period of Employment:

- Full Time Employment

Work Schedule:

- Fifty (50) hour work week organized within a maximum of six days per week
- Monday through Saturday, to be determined
- At times the Home Advisor Coordinator may be required to work additional hours and will be given time off in lieu of any extra hours worked

Pay Scale:

- Gross Salary Range is \$400.00 to \$600.00 (US) per month

Increases in Salary:

- The salary will be reviewed on an annual basis in conjunction with the annual performance review.

BENEFITS:

Ratanak International staff is entitled to benefits outlined in the Employee Policy and Procedures Handbook):

- Employees will be paid a thirteen month salary of 50% of salary at Khmer New Year and 50% at Pchum Ben. This is dependent on a satisfactory completion of the three month probation.
- Annual Leave: Total of 10 days annually
- Sick Leave: Up to 12 days annually
- Medical Assistance: Provides insurance coverage for accidents, loss of life, services related to hospitalization, out-patient facilities, and pharmacy reimbursement. Medical insurance benefits are effective on the first date of employment.
- Training: As determined and agreed to by supervisor for both short term and long term training relevant to performing work related duties.
- Monthly Cell Phone Allowance as outlined in the Ratanak Employee Policy & Procedures Handbook
- Monthly Travel Allowance for work related matters as outlined in the Ratanak Employee Policy & Procedures Handbook
- Staff Member Care allowance as outlined in the Employee Policy & Procedures Handbook
- Wellness Allowance for eye care and medical prescriptions

Statutory Holidays:

Listed below are eligible statutory holidays where staff is eligible for twenty (20) paid holidays:

1. New Years Day – January 1, 2013
2. Victory on Genocide Day – January 7, 2013
3. International Women’s Day: - March 8, 2013
4. Khmer New Years: April 14, 15, 16, 2013
5. King Sihamoni’s Birthday: May 13, 14, 15, 2013
6. Norodom Monineath Sihanouk’s Birthday: June 18, 2013
7. Pchum Ben Day: October 3, 4, 5, 2013
8. Independence Day: November 9, 2013
9. Water Festival: November 16, 17, 18, 2013
10. International Human Rights Day – December 10, 2013
11. Christmas: December 25, 26, 2013

Probationary Period: In accepting this offer you are required to successfully complete a three (3) month probationary period. Review and assessment of your suitability to this role will be through regular communication sessions between you and the Program Manager. Any difficulties or issues in relation to your role should be raised for discussion and resolution through this time. At the end of your probation period Ratanak International will confirm the continuation or termination of your contract of employment.

Required notice by the Employee: Should the employee choose to terminate his/her employment with Ratanak International at any point during this annual contract, it is required that the employee provides written notice at least one (1) month prior to the termination date. Should Ratanak choose to terminate the employee Ratanak shall provide one month’s severance including salary and benefits.

Termination of Employment: Ratanak reserves the right to effect immediate employment termination in situations where there is ‘just cause’ such as but not limited to issues of security compliance, intentional disobedience, dishonesty, fraud, embezzlement, forgery, conflict of interest, including the acceptance of bribes or commissions in any form, or use of drugs and alcohol that interferes with your job performance. Ratanak also is able to terminate your employment subject to ongoing below expected levels of performance of duties, to gross neglect of duty, and in the failure to perform duties as outlined in the job description. Upon termination of your employment, you agree to return to Ratanak International in a timely manner all property, records, keys and intangibles belonging to the organization.

Child Protection Policy: As we work closely with at-risk children, you are required to read, agree, adhere and sign our Child Protection Policy on the first day of your employment.

Confidentiality of Information: As Ratanak International holds confidentiality in high value, you will be required to sign our Confidentiality Agreement upon commencement of your contract. During the course of employment you will be exposed to confidential information specific to the operation of Ratanak International and our partner agencies in Cambodia. You must only use such information in the proper way, for the carrying out of



your duties and in the interests of our organization and partner agencies. You should also use your best endeavors to prevent the unauthorized use or disclosure of such information by third parties. You are required to demonstrate discretion and respect in all situations. You are required to read, agree, adhere and sign our Confidentiality Agreement Policy.

Alignment to Ratanak International Values: It is imperative that all staff members recognize that our core values underpin the ministry of Ratanak International. Ratanak International requires its members not to engage in teaching or practices, which would cause division, disruption or disharmony within Ratanak International or organizations, which Ratanak International seeks to assist. Our Mission Statement, Vision Statement and Statement of Faith are attached to this offer document for understanding and acceptance.

Cambodia Director Approval: _____

Date: _____

Incumbent Approval: _____

Date: _____