



**Job Description**  
**Shelter Staff (Part-time, Regular OR Part-Time, Relief)**  
**Various Shifts**  
**February 2019**

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of domestic violence and relationship abuse.

**Our Mission**

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Safe Passage provides individualized support to address survivors' holistic needs for safety and healing in the aftermath of domestic violence and relationship abuse. Programs include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community engagement and prevention, and individual and system advocacy.

**Expectations of all employees**

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion.
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders.
- Perform quality work within deadlines.
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

**Position Purpose**

Primary responsibilities of Shelter Staff are to provide overnight, weekend, and holiday coverage on our hotline and in our confidential shelter for domestic violence Survivors and their children. Shelter Staff answer our 24-hour emergency hotline, provide crisis intervention, offer support and education based on multicultural empowerment models, engage in recreational activities as able, maintain shelter security, model healthy relationships and non-violent conflict resolution to shelter guests, and work with a team of shelter and hotline staff to ensure quality services and safety for all shelter guests and their children.

**Reports to:** Shelter Director



## **Essential Responsibilities**

### *Counseling & Support Services*

- Provide advocacy, crisis intervention and support to shelter families and hotline callers, who are experiencing or have experienced domestic violence.
- Work as part of a team with shelter staff, case-sharing at the beginning and end of each shift.
- Work with shelter guests to ensure cooperation in maintaining health and safety standards of shelter.
- Provide guidance to shelter guests on the shelter's policies and procedures.
- Support other staff in cleaning of rooms when vacated and in routine house maintenance.
- Provide guidance and support to guests in emergency situations.
- Maintain security of shelter by checking that doors and windows are locked, and security system is activated.

### *Hotline Duties*

- Work as a team with Counseling staff; engage in case sharing at the beginning and end of each shift
- Provide crisis intervention, emotional support, information and resources to callers on the 24-hour hotline
- Complete new shelter in-takes with back-up support

### *Program Administration*

- Maintain clear record keeping and documentation by adding activities into database.
- Maintain required documentation of activities and incidents during each shift in shelter staff communication log book.
- Maintain required documentation of all work on your shift in shelter staff communication log book, narrative forms, and statistical forms
- Enter bed update on Safe Link website
- Attend monthly staff meeting.

## **Qualifications**

### *Required*

- High School diploma or GED required
- Experience working in a residential setting
- Ability and willingness to perform light housekeeping and occasional lifting up to 30 pounds independently.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries.
- Demonstrated understanding of domestic violence as well as its effects trauma on survivors of domestic violence.
- Ability to advocate effectively on behalf of clients.
- Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.
- Valid Driver's License



- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist where/when needed.
- Ability to negotiate different personalities and work under competing priorities
- Ability to assess emergency situations and respond effectively

*Preferred*

- Bilingual skills (Spanish and English).
- Experience working with survivors of trauma.

**Work hours**

Shifts are currently scheduled as follows: Weekdays 9am-5pm; Weeknights 9pm-9am; Weekend/Holiday days divided into two six-hour shifts from 9am-9pm; Weekend/Holiday night 9pm-9am. Schedule is subject to change. All Shelter Staff are required to fill some Weekend/Holiday shifts.

**Classification, Benefits, and Compensation:** Part-time regular and part-time relief positions are available. Benefits are consistent with Safe Passage personnel policies and relevant state and federal laws.

Salary commensurate with Safe Passage budget, applicant's experience, and shift worked.

**To apply:** Send cover letter and resume to [spjobs@safepass.org](mailto:spjobs@safepass.org) with the subject line "Shelter Staff." Please indicate whether you are interested in regular or relief employment.

For more information about Safe Passage and domestic violence, visit our website at [www.safepass.org](http://www.safepass.org)

Safe Passage works on a daily basis to earn its position as a justice-centered, employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.