



**Shelter Advocate (Evening) and House Maintenance Coordinator
(PT, Regular, OT-Non-Exempt)**

June 2019

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. Our 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 all Shelter Advocates are to provide reliable on-site coverage of our confidential emergency domestic violence shelter. The Evening Shelter Staff and House Maintenance Coordinator supports adult and child survivors of domestic violence and coordinates house maintenance and supplies. This position provides advocacy, crisis intervention, and education based on multicultural empowerment model, engages in recreational activities as able, maintains shelter security, models healthy relationships and non-violent conflict resolution to guest families, and works with a team of shelter and hotline staff to ensure quality services and safety for all families. The Evening Shelter Advocate and House Maintenance Coordinator also answers our 24 hour crisis hotline and provides on-call back-up support to other shelter staff.

Reports to: Shelter Director

Essential Responsibilities

Counseling & Support Services

- Provide crisis intervention, peer support, and advocacy to survivors of 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.
- Provide guidance and support to guests in emergency situations.
- Provide routine on-call coverage, during the regular workday and nights, weekends, and holidays, in rotation with other direct service staff.
- Assists in ensuring adequate staffing for program excellence and contract compliance by filling vacancies as needed, complying with agency policies regarding attendance, and remaining on the job beyond the end of a shift until replacement arrives, as needed.

House Maintenance

- Support other staff in cleaning of rooms when vacated and in routine house maintenance.
- Maintain system for tracking building repairs and routine maintenance.
- Maintain system for tracking food and supplies inventory for Shelter program.
- Develop shopping lists, purchase common supplies for the house, and drive guests to local stores to conduct their personal shopping.
- Maintain security of shelter by checking that doors and windows are locked, and security system is activated.

Hotline Duties

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

Program Administration

- Maintain clear record keeping and documentation, such as adding activities into database, documenting activities and incidents during each shift, updating SafeLink. etc.
- Contribute toward program development and budgeting of supplies and other expenses for the shelter program.
- Seek out training professional development opportunities to increase skills and knowledge about current issues.
- Attend monthly Shelter Staff meeting.

Qualifications

Required

- Demonstrated understanding of domestic violence and the effects of trauma on survivors of domestic violence.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries.
- 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.
- Experience working in a residential or closely-related setting.
- Experience working and learning within diverse teams, and a commitment to effectively serving a diverse client population.
- Ability to lift 30 pounds independently
- Valid driver's license.
- Associates Degree in a relevant field. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Preferred

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

Work Hours

Monday-Friday, 4:30-9pm. Additional shifts may be available. This position participates in on-call rotation for night and weekend coverage.

Classification, Benefits, and Compensation: This is a part-time, regular, non-overtime-exempt position. This position is classified as Essential Staff. Benefits are consistent with Safe Passage personnel policies and relevant state and federal laws.

To apply: Send cover letter and resume to sjjobs@safepass.org with the subject line of Shelter Evening Advocate. Priority application deadline is July 10; applications will be considered on a rolling basis after that until the position is filled.

For more information about Safe Passage and domestic violence, visit our website at 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.