



**Shelter Counselor Advocate (Evening) and House Maintenance Assistant  
(Regular, Part-Time, Overtime non-exempt, Essential Staff)**

<b>Position Title: Shelter Counselor Advocate (Evening) and House Maintenance Assistant</b>	<b>Supervisor: Shelter Director</b>
<b>Department: Emergency Shelter</b>	<b>Full or Part Time: PT (.57 FTE)</b>
<b>FLSA Status: Overtime non-exempt</b>	<b>Salary Grade: \$21.00/hour</b>
<b>Position Code:</b>	<b>Revision Date: 11/8/19</b>
<b>Additional classification(s): ESSENTIAL STAFF</b>	

<b>Position Summary</b>
<p>Primary responsibilities of all Shelter Counselor Advocates are to provide reliable uninterrupted on-site 24/7/365 coverage of our confidential emergency domestic violence shelter. Advocates work as a team to provide individually-responsive programming to people living in our shelter using a multicultural empowerment model.</p> <p>Shelter Counselor Advocates work as a team to provide case management, counseling and advocacy to shelter guests of all ages. Shelter Counselor Advocates provide crisis intervention, practical support, emotional support and education; engage in therapeutic and recreational activities; maintain shelter security; model healthy relationships and non-violent conflict resolution to peers, volunteers, and shelter guests; and uphold agency policies and procedures.</p> <p>The Shelter Counselor Advocate (Evening) and House Maintenance Assistant has a special responsibility to support the Shelter Director and Shelter Coordinator with tasks related to house maintenance, security, technology, accessibility, inventory, and other issues related to the facility/physical plant.</p>
<b>Essential Functions</b>
<p><i>Counseling &amp; Support Services</i></p> <ul style="list-style-type: none"> <li>● Provide case management, counseling, and advocacy to children, youth, adults, and families who have experienced domestic violence utilizing a multicultural empowerment model.</li> <li>● Assess clients' needs and respond to self-identified goals by providing advocacy and referrals.</li> <li>● Facilitate group interventions for children and families staying in the shelter, including recreational and therapeutic activities.</li> <li>● Ensure shelter is physically safe for all ages and abilities.</li> <li>● Provide crisis intervention, practical support, emotional support, and education to shelter guests.</li> <li>● Provide routine on-call coverage including nights, weekends, and holidays in rotation with other direct service staff.</li> <li>● Support shelter guests to maintain health, safety, and collaborative-living agreements appropriate to a communal residential setting.</li> <li>● Arrange and/or provide transportation for shelter guests and their families.</li> <li>● Provide coverage of 24/7/365 crisis hotline, as needed.</li> <li>● Foster safe, supportive environment and positive community interactions in a congregate residential setting.</li> </ul>

*Program Administration and House Maintenance*

- At the direction of the Shelter Director and Shelter Coordinator, complete tasks related to house maintenance, security, technology, accessibility, inventory, and other issues related to the facility/physical plant.
- Uphold agency policies and contractual, legal, and regulatory obligations in one’s practice behaviors; by accessing proper channels for accountability and redress if policies are breached; and by educating shelter guests about their rights and responsibilities with regard to agency policy and contractual, legal, and regulatory mandates.
- Consistent, reliable, and predictable attendance.
- Contribute to ensuring adequate staffing for program excellence and contract compliance by filling vacancies as needed and complying with agency policies regarding attendance and essential staff classification.
- Maintain all required documentation in accordance with agency policy and procedure and contractual mandates
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy and legal requirements.
- Participate in clinical consultation, program planning and supervision, and case sharing meetings.
- Serve on agency-wide committees or working groups as assigned and appropriate.
- At the direction of Shelter Director and Shelter Coordinator, maintain systems for tracking building repairs, routine maintenance, food and supply inventory.

*Community Engagement & Outreach*

- Perform occasional community outreach, as needed, in alignment with goals and strategic priorities set by the Community Engagement Department.
- Collaborate with other organizations serving the needs of shelter guests and their families.
- Maintain agency records regarding collaboration and referral partners and outreach/engagement activities.
- In strong collaboration with the Community Engagement Department, provide training on domestic violence and shelter-specific issues, policies, and practices to Safe Passage staff, volunteers, community partners, and other stakeholders.
- Provide support and task supervision to volunteers in shelter setting.

**Work Hours**

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

The Shelter Counselor Advocate (Evening) and House Maintenance Assistant participates, with other staff, in a rotation to provide on-call, off-hours back-up and on-site response to the Emergency Shelter program.

As Essential Staff, the Shelter Counselor Advocate (Evening) and House Maintenance Assistant is required to report to work when scheduled, even if the agency is otherwise closed (such as holidays), to remain on the job beyond the end of a shift until a replacement arrives, if needed; to report to work when called in if serving in an on-call capacity; and to comply with other stipulations of Safe Passage’s Essential Staff policy.

**Hiring Requirements**

**Education:**

Associates Degree in a relevant field. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

**Years of Experience:**

Minimum of two years’ experience providing counseling, crisis intervention, and/or residential services.

**Knowledge, Skills & Abilities:***Required*

- Demonstrated understanding of domestic violence as well as its effects 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.
- Ability to work independently as well as on a team, using a multicultural empowerment model.
- Experience working and learning within diverse teams, and a commitment to effectively serving a diverse client population. Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.
- 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.
- Ability to perform housekeeping and facility maintenance.

*Preferred*

- Bilingual skills (Spanish and English).
- Experience working with survivors of trauma.
- Proficiency and comfort utilizing and troubleshooting technology, including but not limited to Google and Microsoft suites, social media, databases, and cloud-storage programs.
- Skills related to facility maintenance, repair, and/or security.
- Experience working in a residential setting. Prior completion of training consistent with MGL c. 233 s. 20K: "Domestic violence victims' counselor", a person who is employed or volunteers in a domestic violence victims' program, who has undergone a minimum of twenty-five hours of training and who reports to and is under the direct control and supervision of a direct service supervisor of a domestic violence victims' program and whose primary purpose is the rendering of advice, counseling, or assistance to victims of abuse." Training will be provided for otherwise qualified applicants.

**Tools & Technology Requirements:**

- MA Driver's license and reliable transportation
- Familiarity with electronic database programs.
- High level of proficiency and comfort utilizing and troubleshooting technology applications, including but not limited to Google and Microsoft suites, social media, databases, and cloud-storage programs.
- Experience and comfort utilizing and troubleshooting technology hardware, including but not limited to desktop and mobile computers, mobile and office phones, and residential modem, wifi, and security systems.

**About Safe Passage**

Safe Passage is a nonprofit organization dedicated to addressing the aftermath and prevention of intimate partner violence. Safe Passage provides services to address survivors' holistic needs for recovery and physical safety. Services include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community education, and individual and policy advocacy.

**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.

**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.

**Application Instructions**

**To apply:** Send cover letter and resume to [spjobs@safepass.org](mailto:spjobs@safepass.org) with the subject line of “Shelter Evening.”

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.

<b>Estimate of Physical, Environmental and Cognitive Requirements</b>				
<b>Physical / Environmental Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Lifting under 40 lbs.		x		
Lifting over 40 lbs.		x		
Dusty Environment	x			
Cramped Quarters	x			
Using Oil or Chemicals	x			
Standing		x		
Climbing Ladders	x			
Uneven Surfaces		x		
Exposure to Fumes/ Orders	x			
Exposure to Heat / Cold Temps		x		
Working Inside and Outside		x		
Climbing Stairs		x		
Sedentary Work	x			
Typing / Data Entry/ Computer	x			
Stooping		x		
Driving	x			
Walking	x			
Walk on Wet, Uneven, Slippery Surfaces	x			
Potential Exposure to Infectious Diseases		x		
Protective Equipment Required	x			
Phone Communications		x		
Bending		x		
Twisting Neck		x		
Bending at Waist		x		
Crawling	x			
Working in Confined Space	x			
Simple hand grasping 1 or both hands			x	
Fine manipulation 1 hand			x	
Fine manipulation both hands			x	
Repetitive Movement: Hand, Arms			x	
Reaching below shoulder height			x	
Reaching above shoulder height			x	
Repetitive movement: foot			x	
Kneeling		x		
Driving	x			
Hearing				x
Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)	x			
Reaching/Pulling/Pushing			x	
Acuity, Far – Clarity of vision at 20 feet or more			x	
Acuity, Near – Clarity of vision at 20 inches or less			x	
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.			x	

<b>Physical / Environmental Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.			x	
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.			x	
Color Vision – Ability to identify and distinguish colors.		x		
<b>Cognitive Requirements</b>	<b>Rarely (15%)</b>	<b>Occasional (15% - 40%)</b>	<b>Frequent (40% - 70%)</b>	<b>Continuous (Over 70%)</b>
Communications Oral			x	
Communication Written			x	
Mechanical Concepts			x	
Interpreting Skills			x	
Implementing			x	
Evaluating			x	
Organizing			x	
Consulting			x	
Analyzing			x	
Presenting			x	
Supervising	x			
Ability to Deal With:				
● Stressful situations			x	
● Trauma, grief, death			x	
● Public Contact			x	
Decision Making			x	
Work with Others			x	
Work Alone			x	
Concentration			x	
Comprehend and follow instructions			x	
Relate to Others			x	
Influence Others			x	
Perform complex or varied tasks			x	