



**Position Description
Shelter Staff - Relief**

Position Title: Shelter Staff	Supervisor: Shelter Director
Department: Emergency Shelter	Employment Status: Relief
FLSA Status: Overtime non-exempt	Starting Hourly Wage: \$19.00
Additional classification(s): ESSENTIAL STAFF	Revision Date: September 2021

Position Summary

Primary responsibilities of all Shelter Staff are to provide uninterrupted reliable on-site 24/7/365 staffing to our confidential emergency domestic violence shelter. Shelter Staff work as a team to provide individually-responsive programming within a multicultural empowerment model. The Shelter Staff 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; uphold agency policies and procedures; and work with a team of shelter and other direct-service staff to ensure quality services and safety for shelter guests of all ages.

Essential Functions

Additional Responsibilities:

- Support individual and group interventions for adults, children, and youth staying in the shelter, including recreational and therapeutic activities.
- Support shelter guests to maintain health, safety, and collaborative-living agreements appropriate to a communal residential setting.
- Participate in clinical consultation, program planning and supervision, and case sharing meetings.
- Serve on agency-wide committees or working groups as assigned and appropriate.
- Contribute to routine housekeeping and facility maintenance.

Work Hours

Relief staff provide as-needed residential program coverage on a 24/7/365 basis. Relief team members may be requested, with minimal advance notice, to work any of the following shifts: 7:15am - 3:15pm; 3pm - 11pm; or 10:30pm - 7:30am including holidays and during inclement weather.

As Essential team members, Shelter Staff are required to remain on the job beyond the end of a shift until a replacement arrives, if needed.

Hiring Requirements

Education:

High School diploma or equivalent. Candidates with non-traditional educational pathways and commensurate life/work experience are encouraged to apply.

Years of Experience:

This is an entry level opportunity.

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 and willingness to perform light housekeeping and facility maintenance.

Preferred

- Bilingual skills (Spanish and English);
- Experience working with survivors of trauma; and
- Experience working in a residential setting.

Tools & Technology Requirements:

- MA Driver's license and reliable transportation; and
- Familiarity with electronic database programs.

About Safe Passage**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 core values - accountability, collaboration, empowerment, and justice.
- Practice anti-racism and anti-oppression while working to support alternatives to white supremacy culture, thereby contributing to a culture of belonging.
- 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.

Benefits

Full-time employees are eligible for generous benefits including 80% employer-sponsored medical coverage, dental insurance, retirement plan with a 3% employer match, and paid leave.

Equal Employment Opportunity

It is the policy of Safe Passage to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, pregnancy or maternity, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Safe Passage will provide reasonable accommodations for qualified individuals with disabilities.

Application Instructions

Send a cover letter and resume to spjobs@safepass.org with the subject line of "Shelter Staff - Relief." For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.