



Position Description
Shelter Staff
Saturday/Sunday Overnight (10:30PM - 7:30AM)
Overtime Non-Exempt and Essential Staff

Position Title: Shelter Staff	Supervisor: Shelter Director
Department: Emergency Shelter	Full- or Part-Time: Part-Time
FLSA Status: Overtime non-exempt	Starting salary: \$19.00/hour
Position Code: n/a	Revision Date: May 2022
Additional classification(s): ESSENTIAL STAFF	

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:

- Facilitate individual and group interventions for adults, children, and youth staying in the shelter, including recreational and therapeutic activities.
- Assess clients' needs and respond to self-identified goals by providing advocacy and internal and external service referrals.
- 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.
- Provide coverage to 24/7/365 shelter intake line as needed.

Work Hours

Part Time:

Saturday 10:30pm - 7:30am

Sunday 10:30pm - 7:30am

Shelter Staff participate, with other staff, in a rotation to provide on-call, off-hours back-up and on-site response to the Emergency Shelter program. All Shelter Staff are required to fill some Weekend/Holiday shifts.

As Essential Staff, Shelter Staff are 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:

High School diploma or GED required.

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.
- 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.

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We are advocates for self-care and work-life balance, and our compensation package reflects this. Full-time employees receive 15 days of accrued vacation for the first year, and 20 days in the second year of employment. We additionally provide three personal days, and ample holiday and sick time. Benefits are consistent with Safe Passage’s personnel policies and relevant state and federal laws.

About Safe Passage

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

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

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 an email and cover letter with the subject "Shelter Staff" to spjobs@safepass.org.

Estimate of Physical, Environmental and Cognitive Requirements

Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
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	

Physical / Environmental Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
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			
Cognitive Requirements	Rarely (15%)	Occasional (15% - 40%)	Frequent (40% - 70%)	Continuous (Over 70%)
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