



Position Description Shelter Staff and Shelter Relief Staff

Position Title: Shelter Staff and Shelter Relief Staff	Supervisor: Shelter Director
Department: Emergency Shelter	Full or Part Time: varies
Fair Labor Standards Act Status: : non-exempt	Starting Salary: \$19.00/ hour
Position Code: Essential Staff	Revision Date: November 2022

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.

Safe Passage is an organization run by survivors, women, trans folks, people of color, immigrants, people with disabilities, and LGBTQ+ people. Oppression and violence disparately impacts us and we strongly encourage people from these and other impacted communities to apply. We aspire to foster a work environment that is inclusive as well as diverse. Survivors come from all different backgrounds, and so do our employees. We encourage you to apply if you believe you have the skills and experience to thrive in this role and contribute to our mission at Safe Passage.

Position Summary

Primary responsibilities of all Shelter Staff and Shelter Relief 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 and Shelter Relief Staff (Overnight, Weekend) provides crisis intervention, practical support, emotional support and education; engages in therapeutic and recreational activities; maintains shelter security; models healthy relationships and non-violent conflict resolution to peers, volunteers, and shelter guests; upholds agency policies and procedures; and works with a team of shelter and other direct-service staff to ensure quality services and safety for shelter guests of all ages.

Shelter Staff fall within one of two staff categories: Regular staff and relief staff.

Regular staff maintain and uphold a regular schedule (usually weekly). Relief staff do not maintain a regular schedule but agree to cover shifts that may be temporarily vacant, or to provide coverage for a regular staff member taking accrued paid time off. Relief staff are expected to accept a shift at least once per month in order to be considered active.

All Regular and Relief staff may be offered additional shifts and serve in on-call rotation.

Essential Functions

Direct Service, Shelter Support

- Provide crisis intervention, practical support, emotional support, and education to shelter guests.
- Provide case management, counseling, and advocacy to children, youth, adults, and families who have experienced domestic violence.
- Foster safe, supportive environment and positive community interactions in a congregate residential setting.
- Ensure shelter is physically safe for residents of all ages and abilities.
- Provide routine on-call coverage including nights, weekends, and holidays in rotation with other direct service staff.
- Consistent, reliable, and predictable attendance.

Program Administration

- Uphold agency policies and protocols by accessing proper channels for accountability and redress if policies are breached; and by educating shelter guests about their rights and responsibilities.
- 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 of client interactions and incident reporting.
- Maintain absolute confidentiality of information, written or verbal, according to Safe Passage policy.
- Participate in clinical consultation, program planning, supervision, and case sharing meetings.
- In collaboration with other staff, maintain inventory and organization of both recreational and practical items for youth and families to ensure that families have access to practical necessities.
- Provide support to volunteers in shelter and childcare settings.

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, inclusion, and empowerment.
- 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.

Work Hours and Schedule

The emergency shelter is staffed around the clock, daily. Schedules vary based on staff availability and are arranged at start up. Additional shifts may be available.

The Shelter Staff and Relief Staff participate, in a rotation to provide on-call, off-hours back-up and on-site response to the Emergency Shelter program.

As Essential Staff, Shelter Staff and Shelter Relief Staff (Overnight, Weekends) 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; and to report to work when called in if serving in an on-call capacity.

Hiring Requirements

Associate’s degree in human services or similar field. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Years of Experience

This is an entry level opportunity.

Knowledge, Skills & Abilities

Required:

- Demonstrated understanding of the effects of domestic violence on communities and the potential impacts of trauma.
- Ability to work independently as well as on a team, using a multicultural empowerment model.
- Experience working and learning within diverse groups, and a commitment to effectively serving a diverse client population.
- Ability to advocate effectively on behalf of clients.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries.
- Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.

Preferred

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

Tools & Technology Requirements for all staff: High level of proficiency and comfort utilizing and troubleshooting technology, including but not limited to PC systems, google suite (gmail, drive, calendar), zoom and web conferencing, and cloud-storage programs.

In addition, this position requires:

- MA Driver’s license and reliable transportation.
- Familiarity with electronic database 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.

Benefits

Safe Passage is a supportive, collaborative workplace that fosters growth in its employees, both personally and professionally. We strive to hold an environment that encourages growth, creativity, and flexibility. We are advocates for livable wages, self-care and work-life balance, and our compensation package reflects this. Regular employees receive 3 weeks of accrued vacation for the first year, 4 weeks starting year 2, and 5 weeks after 9 years, prorated for part time. We provide three personal days, and ample holiday and sick time. Benefits include health and dental insurance, and a 401(k) plan with agency match.

Safe Passage works to earn its position as a justice-centered employer of choice in Western MA. Safe Passage provides a bilingual pay premium of \$1/hour for staff who possess language competency that is likely to be utilized in their position.

Application Instructions

To apply: Send **resume and cover letter** with the subject “Shelter Staff” or “Shelter Relief Staff” to spjobs@safepass.org.

Application deadline for this current search is December 12, 2022. We also accept rolling applications throughout the year.

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

Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.