



Position Description

Shelter Counselor Advocate (Children, Youth, & Families)

Position Title: Shelter Counselor Advocate (Children, Youth, & Families)	Supervisor: Shelter Director
Department: Emergency Shelter	Full or Part Time: Part-time
Fair Labor Standards Act Status: Overtime non-exempt	Starting Salary: \$22/hour
Position Code:	Revision Date: February 2023

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 made up of 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 Counselor Advocates are to provide reliable uninterrupted onsite 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.

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.

The Shelter Counselor Advocate (Children, Youth, & Families) has the responsibility to deliver developmentally appropriate child, youth, and family interventions and programming in close collaboration with the Shelter Director and Children’s Counselor.

Essential Functions

Support Services

- Facilitate group interventions for children and families staying in the shelter, including recreational and therapeutic activities. Provide activities such as story-telling, arts and crafts, homework help, celebrations, gardening, outdoor activities, local outings
- Ensure shelter is physically safe for all ages and abilities.
- Provide in-person support to childcare volunteers onsite at the shelter and provide childcare as needed.
- Maintain close collaboration with the Children's Counselor to ensure that shelter-based services to children, youth, and families conform to best practices and agency policy.
- Foster safe, supportive environment and positive community interactions in a congregate residential setting.

Program Administration

- Uphold agency policies and contractual, legal, and regulatory obligations in one's own behavior and performance; 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.
- 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.

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, especially those serving the needs of children and youth.
- Maintain agency records regarding collaboration and referral partners and outreach/engagement activities.
- Provide support and task supervision to volunteers in shelter and childcare settings

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, 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

20 hours/week, Tuesday –Saturday , 2-6pm or 3-7pm

Hiring Requirements

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

Years of Experience

Minimum of two years’ experience providing intervention to children, youth, and/or families.

Knowledge, Skills & Abilities

Required

- Demonstrated understanding of domestic violence as well as child development, and the interplay of the two.
- Demonstrated comprehension of the potential impacts of trauma during childhood.
- Knowledge and understanding of issues affecting children and parents.
- 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.
- 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, use of computer and technology for basic communication and work products.

Preferred

- Experience working with child 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, the statute that defines domestic violence counselor privilege. Note: 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.

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. 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 Counselor Advocate CYF" to spjobs@safepass.org.

Application deadline is March 10, 2023.

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.