

**THE WOMEN'S CENTER
JOB DESCRIPTION**

JOB TITLE: Shelter Support Staff

POSITION: No set hours this is an on-call position to fill-in vacant shifts. All three shifts and weekends are needed.

CLASSIFICATION: Non- Exempt

DEPARTMENT: Shelter **REPORTS TO:** Director of Shelter and TL

SALARY GRADE/LEVEL/RANGE:

LOCATION: 505 BUILDING

MISSION

The mission of The Women's Center is to provide safety, shelter and support to empower all impacted by domestic abuse, sexual violence, child abuse and trafficking.

- **SUMMARY/ OBJECTIVE:** To ensure smooth operation of the shelter, while providing for the needs of the clients and performing the duties relative to the shift. Support staff are expected to provide on-call coverage of the 24 hour crisis line and shelter. This includes advocacy and support to clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide crisis intervention, individual advocacy, and support to residents.
- Primary coverage for 24-hour hotline, providing information and referrals, crisis interventions, and screening of potential clients. Interact positively and appropriately with all clients residing in the shelter.
- Maintain an atmosphere of safety and confidentiality.
- Participate in maintenance of physical facility and housekeeping duties when appropriate and as needed.
- Stay current on services available for clients.
- Participate in regular meetings with the program staff.
- Respond promptly to all requests for staffing needs.
- Other duties as assigned.
- Complete forms in accordance with agency procedures.
- Adhere to organizational compliance with all local, state and federal regulatory agencies.

Marginal duties:

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS:

- Understanding and sensitivity to issues of domestic violence and sexual assault and abuse of children and adults
- Knowledge and experience in crisis intervention.
- Strong organizational and communication skills.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Demonstrated interpersonal skills-ability and willingness to collaborate with community members, businesses, and other staff in provision of services to residents.
- Sensitivity to women's issues.

EDUCATION/EXPERIENCE:

- High school graduate

LANGUAGE SKILLS: Ability to read and write and comprehend English.

REASONING ABILITY: *Ability to utilize critical thinking- such as using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.*

CERTIFICATES, LICENSES, REGISTRATIONS:

OTHER SKILLS AND ABILITIES:

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Some standing.
- The ability to lift up to 25 lb.
- Movement between various buildings may be required.

WORK ENVIRONMENT: The work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

- Works predominantly indoors, but may need to go between different buildings.

The noise level in the work environment is usually moderate.

ADA: This employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

AAP/EEO: The Women's center is an equal employment opportunity and affirmative action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, status as a qualified individual with a disability, or any other characteristic protected by law.

This Job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

Signatures: