

**THE WOMEN'S CENTER
JOB DESCRIPTION**

JOB TITLE: Shelter Program Assistant
POSITION: Full –time 40hrs weekends and evenings required
CLASSIFICATION: Non- Exempt
DEPARTMENT: Program and Services
REPORTS TO: Director Shelter and Transitional Living Services
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: Overall responsibility for ensuring client participation in chores, meal preparation, cleaning, sorting and storing of donations and purchasing supplies. Additionally, responsible for ensuring adequate staffing for 24/7 hotline.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure adequate coverage of the 24 hour hotline.
- Order, purchase and monitor food, office and other supplies necessary for efficient operation of Sister House while operating within the grantors guidelines.
- Work with shelter residents to maintain a safe, clean and orderly living environment on the shelter floor.
- Work In conjunction with supervisor and director of Operations to oversee maintenance needs.
- Oversee the organization of donation storage space, maintain an inventory of all donations, and distribute donations to clients.
- Train and supervise volunteers to assist with organizing donations and with deep cleaning on the shelter floor (i.e. kitchen, appliances, restrooms, common areas, etc.).
- Pick up and transport commodities, donations, and supplies with agency van.
- Assist Shelter Advocate as needed with hotline coverage, resident interactions, cleaning rooms, etc.
- Prepare and maintain accurate and complete records and statistics.
- Interact in a professional, positive and appropriate manner with the women and children residing in the shelter.
- Keep community resource information current and easily accessible, this includes bulletin boards, resource binder, resource sheets etc.
- Adhere to organizational compliance with all local, state and federal regulatory agencies.

- Ensure compliance with all safety and work rules and regulations and maintenance of departmental housekeeping standards.
- Ensure confidentiality of all clients utilizing services.
- Completes other duties as needed and/or requested by management to align with mission and vision of the organization.

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:

- Work and/or volunteer experience related to domestic violence, social work and/or residential programs
- Excellent organizational skills
- Sensitivity to women's issues
- Computer experience required. Proficiency with Microsoft Office Suite.
- Reliable means of transportation necessary. Proof of insurance must be submitted.
- Good communication skills, experience with a multi-line telephone system, as well as outstanding customer service
- Verbal and written skills — ability to convey information effectively and as appropriate for the needs of the audience
- Active listening — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — understanding written sentences and paragraphs in work related documents.
- Time Management — managing one's own time
- Coordination — adjusting actions in relation to others' actions
- Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

EDUCATION/EXPERIENCE:

- Requires a High School Diploma or equivalent

LANGUAGE SKILLS: Ability to read, write, communicate, and comprehend English. Must demonstrate an ability to respond to common inquiries or complaints from clients, regulatory agencies, or members of the business community. Bilingual preferred.

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: Requires a valid Wisconsin Driver's license and proof of insurance.

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.

- Ability to lift up to 25 pounds and to reach and place items on shelves overhead.
- Ability to climb a step ladder.
- Ability to ambulate up and down stairs if needed.

WORK ENVIRONMENT: The work environment described here is 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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.

- The employee will be required to perform work related travel.
- Works predominantly indoors, but will need to go between different buildings.

The noise level in the work environment is usually moderate.

ADA: The 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, sexual orientation, 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: