



**Position Description**  
**Shelter Staff**

**Positions available include Daytime, Overnight, and/or Weekend; Relief or  
Regular; Full-Time or Part-Time.**

**All positions are classified as Overtime Non-Exempt and Essential Staff**

<b>Position Title:</b> Shelter Staff	<b>Supervisor:</b> Shelter Director
<b>Department:</b> Emergency Shelter	<b>Full- or Part-Time:</b> Specific to employee
<b>FLSA Status:</b> Overtime non-exempt	<b>Starting salary:</b> \$19.00/hour
<b>Position Code:</b> n/a	<b>Revision Date:</b> July 2019
<b>Additional classification(s):</b> 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**

- Foster safe, supportive environment and positive community interactions in a congregate residential setting.
- 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 utilizing a multicultural empowerment model.
- 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.
- 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.
- Uphold agency policies and contractual, legal, and regulatory obligations in one's own behavior and job 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.

#### **Work Hours**

Shifts for overnights/weekends are generally scheduled as follows: Weeknights 9pm-9am; Weekend/Holiday days divided into two six-hour shifts from 9am-9pm; Weekend/Holiday night 9pm-9am. Other shifts may be available, including weekdays and evenings. Relief staff are to provide as-needed coverage on our hotline and in our shelter.

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.

**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 of 24/7/365 crisis hotline, as needed.

*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.

### **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](http://www.safepass.org).

### **Application Instructions**

**To apply:** Send an email and cover letter with the subject "Shelter Staff" to [spjobs@safepass.org](mailto: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	

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