



Seekhaven

Shelter Staff

Shelter Department

Status:	Non-exempt, Full-Time, Year-Round
Supervisor:	Shelter Manager
Age Requirement:	18 Years Minimum

Updated February 27, 2024

Description of Position:

During overnight and weekend shifts, shelter staff will provide crisis counseling, advocacy, and life skills training for shelter clients. Answer hotline calls. Assist residents with the implementation of action plans. Perform other duties as assigned.

Expectations & Responsibilities

As key members of our organization, shelter staff will report directly to the Shelter Manager and play a crucial role in supporting survivors of abuse. Collaborating closely with other departments within Seekhaven, this position entails dedicated engagement with shelter residents, offering them comprehensive support and guidance.

Shelter Staff members are responsible for the following functional areas and associated duties including, but not limited to:

Essential Functions:

- Accurately input data for reporting purposes.
- Proactively identifying shelter maintenance needs and upholding cleanliness standards autonomously and efficiently under limited supervision.
- Uphold safety standards to maintain a secure environment at the shelter.
- Notify the Shelter Manager of any necessary building or grounds repairs.
- Possess strong communication skills for conflict resolution, problem-solving, and managing crises effectively.
- Demonstrate excellent ability to assess situations and intervene with appropriate and effective measures.

- Interpret a variety of instructions provided in different formats.
- Foster positive relationships with individuals of diverse ages, ethnicities, socioeconomic backgrounds, beliefs, and lifestyles.
- Read, interpret, and communicate effectively regarding safety rules, procedure manuals, and regulations.
- Respond promptly and professionally to inquiries or complaints from clients, regulatory agencies, and community members.
- Demonstrate active listening skills to grasp and comprehend information and ideas presented verbally.
- Be prepared to wake up promptly to answer phone calls and handle emergencies, while being allowed to sleep during designated rest times on shift.

Client/Social Services

- Operating the 24-hour crisis hotline requires a high level of professionalism and the ability to navigate a diverse range of calls with sensitivity and expertise. This includes,
 - Assessing clients for shelter admission
 - Providing assurance and support during times of crisis
 - Providing resources
 - and demonstrating empathy and understanding towards individuals in distress.

Maintaining composure and professionalism while handling these calls is crucial in ensuring that clients receive the assistance, guidance, and resources they urgently need.

- Responding to urgent crisis situations and addressing client needs promptly and comprehensively.
- Offering support to shelter residents in navigating and resolving adversity they may face.
- Collaborating in allocating resident responsibilities and managing chores systematically.
- Carefully documenting all client activities and overnight stays.
- Ensuring completion of all necessary client forms.
- Formulating safety plans, conducting danger and lethality assessments (LAP), and fulfilling comprehensive client needs assessments for each shelter admission.
- Conducting thorough exit interviews with departing clients to address any remaining concerns or needs.
- Making appropriate referrals to other Seekhaven services when necessary for client support.
- Sharing pertinent client information with the Shelter and Advocate Manager daily and with the rest of the shelter team on weekends for cohesive care coordination.
- Providing knowledgeable support on evidence-based concepts and practices for survivors of domestic and sexual violence.

- Maintaining victim confidentiality in compliance with state and federal laws.
- Referring clients to the Crime Victims Reparations (CVR) program.
- Responding empathetically to residents during crisis interventions, in a trauma informed manner, and providing necessary support.
- Referring individuals to appropriate community resources, counseling services, and coordinating with legal and medical processes for seamless transitions to safe housing.
- Assisting residents in setting goals, navigating steps toward achieving them, including housing applications.
- Demonstrating effective communication and interpersonal skills in high-stress situations, ensuring compliance with organizational standards and legal requirements.
- Identifying monetary needs and coordinating financial assistance with the Shelter Advocate or Manager

Collaboration:

- Collaborate effectively with various departments within the organization to ensure the seamless delivery of services and support to shelter clients, fostering a holistic and integrated approach to care.

Grant & Contract compliance:

- Strictly adhere to confidentiality standards and mandated reporting requirements.
- Ensure accurate completion and ongoing maintenance of all necessary paperwork and Apricot entries.
- Maintain a high level of organization to guarantee compliance with grant and contract regulations.

Required Skills and Background:

- High school diploma/GED or two (2) years related work or personal experience...
- Strong computer skills in Excel, Word, Internet and G-Suite
- Ability to communicate effectively, provide conflict resolution, problem solve, and manage crisis.
- Experience working with highly vulnerable populations including but not limited to those with substance abuse issues, mental health concerns, and chronic illnesses.
- Excellent ability to assess and intervene with appropriate and effective intervention
- Support group and facilitation skills preferred; ability to communicate effectively, provide conflict resolution support, problem solve, and manage crisis. Excellent ability to assess and intervene with appropriate and effective intervention.
- Demonstrated history of maintaining strong professional boundaries, and an understanding of confidentiality.

- Must pass a background investigation check (BCI).
- Must have a valid driver's license
- Must be at least 18 years of age
- Demonstrate professionalism by balancing both the quantity and quality of work.
- Consistently promote wellness and support to both clients and other staff members by demonstrating dependability, initiative, ethical judgment and collaboration

Training:

- Completion of a 40-hour Core Advocacy Training within one year of employment.
- Completion of a 40-hour Sexual Assault Counselor Training within one year of employment.
- Participation in a minimum of 16 hours of domestic violence and Sexual Violence training annually for continued education.
- Acquisition and maintenance of CPR and First Aid Certification.
- Willingness to undergo any additional training as required by Seekhaven.

Physical Demands

- Must be able to stand, sit, and walk around the shelter continuously
- Must be able to lift up to 25 pounds
- Must be able to work in a high paced environment with many and constant distractions, including a shelter with multiple residents at a time.

Emotional Demands

- Capability to professionally manage oneself when hearing disclosures of various forms of abuse and crisis situations including physical and sexual violence, emotional and economic abuse, child abuse, drug use, suicidality and more.
- Ability to provide compassion, validation, and support to clients in crisis.
- Proficiency in establishing and maintaining emotional boundaries with clients, ensuring professional, client-led relationships consistent with agency standards.
- Capacity to practice self-care and utilize supportive resources provided by the agency or elsewhere.
- Skill in regulating oneself when giving and receiving constructive criticism, as well as being adaptable to fulfill Seekhaven's mission, foster a healthy work environment, and aid victims of abuse and violence.