



# Seekhaven

## **Position: Shelter Staff**

**Status:** Non-Exempt/ Part & Full time/ Year-Round

**Supervisor:** Shelter Manager

### **Job Description**

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**

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

### **Client/Social Services**

Provide services for shelter clients, including but not limited to the following:

- Answer the 24-hour crisis line and evaluate clients for shelter intake
- Respond to crisis events and client needs during shift hours
- Provide individual life skills training
- Assist shelter clients in working through problems they may encounter while residing at the shelter
- Assist in the distribution of client responsibilities and chores
- Document all client activity and bednights
- Complete client information forms, confidentiality agreement, information sharing agreements and medical and legal releases upon intake
- Complete a safety plan, danger and lethality and client needs assessment with each client entering the shelter
- Complete departure interviews with clients exiting the shelter
- Refer to outreach services as needed
- Communicate all pertinent information regarding clients to Shelter Manager on a daily basis and to other shelter staff on weekends

### **Shelter Requirements**

- Conduct data entry for reporting purposes
- Maintain shelter cleanliness and perform cleaning duties in office and shelter areas as assigned
- Maintain a safe environment at the shelter
- Report building and grounds repairs (needed and performed) to the Shelter Manager

### **Administrative**

- Participate in all staff meetings, client staffing, and in-service trainings

### **Training**

- 40-hour Core Advocacy Training
- 40-hour Sexual Assault Counselor Training
- A minimum of 16 hours of domestic violence training annually for continued education
- Acquire and maintain CPR, First Aid Certification and Food Handler's permit
- Any additional training as required by Seekhaven

### **Required Skills and Background:**

- High school diploma/GED or two 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

### **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 shared office space

### **Emotional Demands**

- Must be able to professionally regulate oneself when listening to disclosures of physical and sexual violence, emotional and economic abuse, child abuse, drug use and suicidality; Must provide compassion, validation and support to clients in crisis.
- Must be able to set and maintain emotional boundaries with clients, avoiding attachments and ensuring that these relationships are professional, client-led, and consistent with agency standards.
- Must be able to practice self care and leverage supportive resources offered within the agency or elsewhere.
- Must be able to regulate oneself while both providing and receiving constructive criticism; must demonstrate adaptability to achieve Seekhaven's mission, promote a healthy work environment and support victims of abuse and violence.