

HAYS-CALDWELL WOMEN'S CENTER
POSITION: Overnight/Weekend Relief Staff

GENERAL DESCRIPTION: Provide comprehensive services to assist shelter residents at night and on weekends. Maintain security and oversee facility and client needs. This is a part-time, non-exempt position.

DUTIES AND RESPONSIBILITIES:

I. DIRECT CLIENT SERVICES

- A. Upon arriving on shift, check in with residents for any specialized needs they might have. Dispense needed supplies.
- B. Maintain effective communication with shelter residents to ensure compliance with house rules and agreements by conducting house meetings as needed and individual orientation about house rules and agreements with new residents within 24 hours of arrival.
- C. Dispense medications and other essential items to residents as needed.
- D. Check weekend and/or night chores by making sure they have been completed by the residents and are acceptable.
- E. Remind children and parents/legal guardians of 9:00 p.m. bedtime, when needed.
- F. Enforce house rules as needed. Write resident warnings, when needed, and give copy to Shelter Program Director.
- G. Make appropriate referrals to Child Protective Services when required.
- H. Provide information, resources, and referrals as needed.
- I. Provide crisis intervention and emotional support to residents as needed.
- J. Assist victims of abuse calling on the HELPLine. Provide phone coverage in the shelter as needed.
- K. Arrange for and provide emergency transportation as needed.
- L. Ensure potential clients are screened and determined to be eligible and appropriate for shelter.
- M. Ensure that all exit procedures are implemented, including return of shelter furnishings (e.g. bed spreads, pillows, towels, etc.)
- N. Work with the Shelter Team to coordinate services to assist clients in meeting personal goals and ensure all intake paperwork is completed.
- O. Secure shelter by making sure all blinds are closed, all windows and doors are locked and by activating alarm system on schedule.
- P. Transfer and cancel hotline for advocates/staff, as needed. Also be available to assist advocates/staff during crisis situations.
- Q. Notify the appropriate advocate to respond when there is a hospital call. Serve as the contact for hospitals and agencies calling to request the services of an advocate and ensure response in a timely manner.

II. PROGRAM SUPPORT SERVICES

- A. Attend and participate in Shelter Team and agency staff meetings as directed by team leader and/or agency leadership.

- B. Document all services provided in a timely manner using approved procedures.
- C. Perform job duties in accordance with approved agency policies and procedures.
- D. Ensure that all persons are treated in a manner consistent with the agency mission.
- E. Work with community members and agencies to develop resources for clients.
- F. Work on coordinated agency efforts to increase the community's understanding of interpersonal violence issues.
- G. Participate in the development and implementation of coordinated strategic plans to meet the agency mission.
- H. Attend trainings approved by team leader to maintain proficiency.
- I. Perform other duties as assigned by team leader and/or agency leadership.

SUPERVISED BY: Shelter Program Director

QUALIFICATIONS: Must be self-motivated, self-confident, result oriented and maintain high moral and ethical standards. Must have an understanding of the dynamics of family violence and other related issues. Must demonstrate proficiency in peer counseling and advocacy.

Ability to read, write and converse in English. Ability to read, write and converse in Spanish preferred. Ability to remain calm under stress and have the emotional and physical stamina to deal with a variety of stressful situations. Ability to multi-task, respond to telephones, written correspondence, and other auditory and visual stimulation. Must be able to tolerate sitting or standing. Must be capable of using computers, telephones, cell phones, shredders, and facsimile machines. Must possess a current Texas driver's license and have a clean driving record.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties and skills required for the position.

ACKNOWLEDGEMENTS:

Applicant/Incumbent: _____ Date: _____
Approved 1/12/2017