

**PROJECT WOMAN
POSITION DESCRIPTION**

JOB TITLE: Shelter Specialist
FLSA STATUS: Non-Exempt
LOCATION: Shelter

EXPECTATIONS OF ALL EMPLOYEES

To support Project Woman’s mission and values by exhibiting the following behaviors: confidentiality and respect for all survivors, Trauma-Informed Responses and Approaches, service excellence and job competence, collaboration and team player, and commitment to our community. All employees of Project Woman serve as role models of work and behavior standards for Project Woman in and outside of the work place including social media profiles and any other forums.

POSITION SUMMARY

Under the direct supervision of the Shelter Manager, this position assists with the operation of the Shelter and provides support for survivors and their children while establishing and maintaining an environment that is consistent with agency values.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists with daily activities within the home to provide an environment in keeping with Trauma-Informed Approaches and Principles.
2. Assists in meal planning and preparation and housekeeping; engage survivors and their families to participate as needed and able;
3. Responsible for ensuring proper use and general care of household appliances;
4. Assists with restocking/rotating pantries, refrigerators and freezers;
5. Assists the Shelter Advocate(s) to answer the Crisis Line as needed;
6. Assists with after school programming and snack preparation;
7. Writes daily status reports to ensure timely and accurate status of the home;
8. Performs routine inspection and safety checks for the home;
9. Maintains all records accordance with agency policy and regulatory requirements including OHMAS Certification Standards, COA Accreditation, and Violence against Women Act.
10. Performs other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- General knowledge of domestic abuse and sexual abuse and the impact on the family structure;
- Ability to establish and maintain professional boundaries in working with clients.

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- Ability to remain calm in crisis situations;
- Caring, honest, and cooperative nature;
- Supportive, sensitive, and empathetic personality;
- Ability to be flexible;
- Ability to provide responsive services to a diverse population of program participants;
- Ability to maintain a positive attitude;
- Ability to work collaboratively and independently;
- Ability to respect confidentiality of information learned through providing services; Consistently represent the mission and philosophy of the agency; and

COMPETENCIES:

- **Respectfulness & Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered.
- **Team Focused & Collaborative:** Promotes cooperation and commitment within a team to achieve goals and objectives.
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Stress tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Professionalism and Personal Boundaries:** Conducts self within appropriate and expected professional boundaries and policies.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.

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- Confidentiality, Integrity, Ethics and Trust: Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

WORK ENVIRONMENT AND 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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is primarily performed in a secured residential facility setting with communal areas and is moderately active. Work may include sitting and standing for long periods of time. Work in this environment will result in regularly assisting people in acute distress or crisis.

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

MENTAL DEMANDS

While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex inter-personal issues on behalf of survivors; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with community partners, staff, vendors, survivors, the public and others encountered in the course of work, some of whom may be dissatisfied or abusive individuals. Employees must be able to control their emotions and remain calm. This may be a high stress occupation and self-care is essential as is the ability to handle stress in a positive manner. Project Woman employees shall maintain standards of conduct that are empowerment-based and nonjudgmental.

- Regularly exposed to cleaning products, chemicals and solvents. Occasionally works in outdoor weather conditions.
- Routinely requires the ability to move or transport supplies or equipment weighing up to 50 pounds unassisted, while ascending or descending stairs.

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QUALIFICATIONS

- High school graduate or GED required.
- Good written and oral communication skills a must.
- Able to handle emotional/physical crisis with calmness and responsibility is a necessity;
- Experience in a residential facility setting strongly preferred.
- Experience working with trauma survivors strongly preferred with emphasis in crisis intervention.
- Reasonable computer skills including knowledge of Microsoft Office required.
- Knowledge of domestic violence issues strongly preferred.

ACKNOWLEDGEMENT:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions and duties of the position.

JOB RELATIONSHIPS

Supervises: None
Supervised by: Residential Services Coordinator

Employee Name (please print): _____

Employee Signature: _____ Date: _____

Project Woman provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Project Woman complies with applicable state and local laws governing nondiscrimination in employment in every location in which the agency has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time with or without notice.