

Women's Resource Center for the Grand Traverse Area
720 S Elmwood Ave, Suite 2
Traverse City, MI 49684

Our Mission: To protect, shelter and empower people impacted by domestic and sexual violence.

Position: Shelter Assistant

Supervisor: Director of Residential Advocacy

Regular Work Week: Full Time

FLSA: Non-exempt

Funding Basis: Position is based solely on the award of grant funding. Suspension or reduction of this source of revenue may result in modifications of employment.

Job Summary: Under the direct supervision of the Director of Residential Advocacy, is responsible for the daily operation of the shelter and safety of residents. Provides direct client services for domestic violence and sexual assault clients on assigned shifts, which may include the day, evening and night shifts, on weekends and holidays, during staff vacations and as needed.

Task Assignment List:

- Maintains a safe and stable environment for individuals seeking safety due to domestic violence.
- Understands and follows current policies and procedures for all shelter operations.
- Welcomes new residents, completing intake and orientation. Clearly outlines shelter services and expectations.
- Monitors and enforces house rules and expectations as needed and according to protocol.
- Responds to clients' needs and crisis utilizing an empowerment philosophy and according to protocol.
- Provides support and empathy to residents and their children.
- Acts as a positive role model for residents, demonstrating healthy boundaries, crisis response skills, resourcefulness, and positive parent child interactions.
- Maintains safety, security and cleanliness of the shelter facility and premises.
- Responds to facility issues and needs appropriately and according to protocol.
- Utilizes shelter notes, Outlook and communicates effectively with coworkers and Shelter manager.
- Provides support to Director of Residential Advocacy, Shelter Coordinator and Advocates as assigned.
- Completes shift duties and walk-throughs thoroughly and twice each shift.
- Completes household cleaning tasks to supplement professional cleaning services.
- Cleans and prepares bedrooms after resident's exits.

General Expectations

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee handbook.
- Participates in maintaining policies, procedures and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.

- Protect client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both orally and in writing, with other staff and with other organizations.
- Participates in staff meetings, team meetings, and staff retreats and other planning opportunities.
- Develops personal goals to continue to upgrade knowledge.
- Participates in training, continuing education, and other skill development opportunities further enhance job related skills and abilities.
- Supports systems change activities to improve systems with which the agency clients interface.
- Identifies opportunities for system change efforts and supports system changes efforts.
- Maintain current certification in CPR and First Aid.

Job Specifications: High School diploma or G.E.D. Successful work or volunteer experience in a human services setting preferred. Strong interpersonal and communications skills. Multicultural awareness. Supports and understands empowerment philosophy. Computer proficiency required, including Windows and Microsoft applications. Must complete the Women’s Resource Center training program and all required background checks.

Physical Requirements:

- Normal office environment requirement requiring standing, sitting, keyboarding.
- Specific vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- Ability to speak clearly and hear.
- Ability to walk, climb stairs and balance. (*Helen’s house is a three story facility*)
- Ability to transfer objects from hand to hand or hand to arm; reach with hands and arms; stoop, or crouch.
- Ability to lift thirty pounds i.e., groceries, supplies and donations.
- Ability to travel to off-site locations and attend off-site meetings and events.

The above statements are intended to describe the general nature and level of work performed by employees in this position. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. Employees are required to perform other duties as requested, directed or assigned.