



## **Relief Staff**

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

**POSITION SUMMARY:** Provide support and advocacy to victims of domestic violence.

### **QUALIFICATIONS:**

- Understanding of domestic violence, oppression and related issues.
- Prior experience working with people in crisis helpful.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Must successfully pass a Background and Abuse Check

### **SKILLS AND ABILITIES:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- A commitment to empowering others to solve their own problems.
- Values a nurturing family as the ideal environment.
- Conviction about the capacity for people to change and grow.
- Ability to establish a respectful relationship with clients to help them gain skills and confidence.
- Ability to work collaboratively with other personnel or professionals.
- Capacity to maintain a helping role and to intervene appropriately to meet service goals.
- Ability to set and maintain limits.
- Physically able to work awake overnight shifts if needed and to perform cleaning duties and light maintenance.
- Able to work in a high stress environment with women and children in crisis.
- Able to handle confidential information with integrity.
- Able to work with diverse populations.
- Able to maintain punctual, consistent attendance.
- Able to work with minimal supervision.
- Ability to recognize and value differences related to culture, age and personal experience with team members and clients.
- Ability to establish and maintain frequent positive communication with team members, share information willingly, accept and provide feedback in a supportive, non-judgmental manner.
- Ability to respect and value work styles which differ from our own.
- Minimize interference of personal and work-related problems.
- Exercise patience, understanding and compassion in dealing with clients, co-workers and community members.
- Demonstrates flexibility and willingness to adjust responsibilities in response to unexpected changes in workload, emergencies, and/or staffing.
- Knowledgeable about the legal and civil rights relevant to serving victims of domestic violence.
- Knowledgeable about the social and cultural characteristics of the service population.

**ESSENTIAL FUNCTIONS:** (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

- Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.
- Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Encourage teamwork through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.
- Maintain a positive, professional demeanor.
- Maintain confidential information concerning the agency, clients, and program organizational plans, policies and strategies.
- Provides crisis intervention counseling in person and by phone.
- Provides peer support information, referral and advocacy to clients.
- Provides emergency transportation as needed.
- Conducts action plan interviews and exit evaluations.
- Uses, teaches and models positive parenting techniques with children and moms.
- Maintains accurate records, including logging phone calls, documenting information and making daily shift log entries.
- Networks with other shelters and agencies on behalf of clients.
- Maintains security of house and carries out emergency procedures in case of fire, medical problems, disruptive residents or intruders.
- Enforces house rules and facilitates residents' completion of assigned chores.
- Provides ongoing support and resource information to residents, assisting with development and implementation of action plan.
- Assists residents with conflict resolution.
- Contributes to overall orderliness and upkeep of shelter.
- Position may require transportation of clients.
- Cleaning duties (for overnight shifts) may include but are not limited to: washing walls, baseboards, windows and cupboards; cleaning appliances; waxing tile floors, spot cleaning carpets; vacuuming hallways, stairs, floor vents; dusting furniture, door frames, lights; pick up litter and debris from the yard.

Position Name: Relief Staff

Department: Dunn House Shelter, Victim Services

Supervisor: Program Manager

Revision Date:

FTE: Relief       Exempt       Non-Exempt

Position #: 1602-540DB

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.

Please include the position name and position number  
in the subject line of your email and in your cover letter.

For open positions, check our website at [www.community-works.org](http://www.community-works.org)

**Community Works is an Equal Opportunity Employer**