

Job Title:	Overnight Shelter Staff	Job Category:	Part Time, Non Exempt
Department/Group:	Support Services	Reports To:	Director of Support Services
Nights/Weekends Required:	Yes	On-Call Required:	No
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes

Job Description

Job Purpose:

This position will focus on the needs of all residents (adults and children) in the shelter for battered women and children, during the overnight hours. This position also involves serving as a counselor on the 24-hour crisis lines between the hours of 11pm on Sunday and 7am Monday. This position can serve as a prn position as well. The Overnight Shelter Staff is an awake position. Overnight shelter staff will provide support to residents as needs arise, and provide administrative support to the department. Some specific duties of Overnight Shelter Staff are as follows:

Duties include but are not limited to:

- Provide administrative duties (updating forms and documents, completing exit summaries, filing, compiling data, etc)
- Provides counseling to clients in residential program on issues related to domestic violence and strategies for living independently.
- Provides counseling and/or referral services to callers on overnight crisis lines.
- Provides support and counseling to residents during the overnight hours, (i.e.: to residents having problems sleeping).
- Provides holiday and emergency coverage as needed.
- Maintains shelter safety through monitoring cameras and communicating with security guards.
- Records and documents services provided to clients on a daily basis.
- Inputs client services into Empower DB database.
- Sets up and breaks down client files
- Attends monthly staff meetings.
- Attends annual shelter staff retreat.
- Carries out other duties as assigned by supervisor.

Skills/Qualifications:

- Ability to remain alert in overnight hours.
- Ability to multi-task and prioritize duties.
- Ability to be empathic and non-judgmental.
- Ability to handle crisis situations while remaining calm and diplomatic.
- Ability to work as part of a team, as well as ability to handle crises individually with quality decision-making skills.
- Ability to work within a complex, fast-paced and rapidly changing work environment.
- Ability to effectively solve problems and achieve conflict resolution.
- Ability to work effectively with a wide variety of individuals.
- Ability to demonstrate mature and professional attitude combined with a compassionate nature.
- Ability to model positive discipline techniques and patience with children.
- Basic computer skills are a plus.

Qualifications:

- Commitment to violence-free relationships, and ending the cycle of violence in our community.
- BA degree in social work, psychology, counseling, or related human services field, or equivalent education and experience required.

- Additional consideration will be given to candidates who are bilingual.
- Experience working with survivors of domestic violence and/or sexual assault strongly preferred.
- Must be available to work evenings, weekends and some holidays.
- Clear background check required.
- Driving on behalf of the agency is required. Candidate must have reliable transportation and a satisfactory driving record with the North Carolina Department of Motor Vehicles.
- Demonstrated eligibility to work in the United States.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.