

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

Job Purpose:

Each member of InterAct's staff fulfills an important role in furthering InterAct's mission of providing safety, support, and awareness to victims and survivors of domestic and/or sexual violence and the entire community, as well as saving lives, re-building lives, and securing safer futures for individuals and families experiencing domestic and sexual violence.

This position will focus on the needs of all resident (adults and children) in our residential program primarily on the weekends, holidays and after business hours during the week. The services provided at the shelter include, but are not limited to, supportive counseling, goal planning, case management and advocacy. This position will also provide support to our 24-hour crisis lines during specific times. Some specific duties of are as follows:

Duties include but are not limited to:

- Provides supportive counseling to clients in a 24/7 residential program on issues related to domestic violence and strategies for living independently.
- Provides back up services to volunteers
- Responds to crisis lines calls by providing crisis support, safety planning, supportive counseling and advocacy.
- Maintains shelter safety through monitoring cameras and communicating with security guards.
- Records and documents services provided to clients on a daily basis.
- Document client services into Empower DB database.
- Provides advocacy to clients for Mental Health, Substance Abuse, or school-related referrals as needed, making necessary arrangements for transportation.
- Provides accurate resources and referral information to clients.
- Provides support to volunteers and interns
- Assists clients in making departure plans at the end of their shelter stay.
- Provides holiday and emergency coverage as needed.
- Attends quarterly staff meetings.
- Carries out other duties as assigned by supervisor.

Skills/Qualifications:

- Computer proficient.
- Prior experience working in domestic violence and/or with the homeless population
- Prior experience working with mental health/substance abuse disorders preferred

- Ability to deescalate confrontational situations and communicate effectively in emotionally charged circumstances
- Demonstrated passion for helping people
- Enjoys working as a part of a team rather than individual
- Self-motivated and self-directed
- Ability to make independent decisions when circumstances warrant such action
- Experience with crisis intervention
- Strong knowledge and understanding of services available to clients in the community.
- Ability to multi-task and prioritize duties.
- Ability to be empathic and non-judgmental.
- Ability to handle crisis situations while remaining calm and practicing diplomacy.
- 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.

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 combination of 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, some holidays, and on-call, as assigned.
- Familiarity with community-based services in Wake County preferred.
- Basic proficiency in Microsoft Office (especially Word, Excel, PowerPoint, and Outlook) and databases required.
- Ability to pass a background check.
- Valid driver's license, access to reliable transportation and a clean driving history with the North Carolina Department of Vehicles.
- Demonstrated eligibility to work in the United States.

Current shifts available: Tuesday, 6:00pm-11:00pm, Thursday, 6:00pm-11:00pm, Saturday, 3:00pm-11:00pm, Sunday, 7:00am-3:00pm and Sunday, 3:00pm-11:00pm. Additional evening, weekend and holiday shifts subject to availability. Schedule subject to change.



The Family Violence Prevention Center, Inc. / dba InterAct

Employee Signature:		Date:		
Supervisor Signature:		Date:		
Last Updated By:		Date:		