

POSITIONS AVAILABLE
Overnight “Awake” Shelter Worker
All Shelter locations

4/2/08

Summary: Provides supportive services to shelter clients and to hotline callers; promotes self-reliance by creating an empathic and caring atmosphere during the overnight shift. Performs required security related tasks and administrative services for the program and the agency during the overnight shift.

Hours are:

Part-time

Qualifications:

1. Education – Associate’s Degree in human services or related field or High School diploma with a minimum of 2 years of relevant experience required
2. Experience – Prefer a minimum of one (1) year experience in social services.
3. Training – 40-hour domestic violence training strongly preferred, but required at the first available opportunity

SEE ATTACHED JOB DESCRIPTION

Family Shelter Service Position Description

Position: Overnight “Awake” Shelter Worker

Summary: Provides supportive services to shelter clients and to hotline callers; promotes self-reliance by creating an empathic and caring atmosphere during the overnight shift. Performs required security related tasks and administrative services for the program and the agency during the overnight shift.

Duties and Responsibilities:

Service Delivery

1. Fosters an empathic and caring atmosphere for clients and staff
2. Provides emotional support, assistance with problem solving, general advocacy and crisis intervention activities with women and children in the shelter; completes appropriate documentation of services provided for the client file and for the shelter service statistics
3. Conducts case management activities, as needed during the overnight shift
4. Supports clients and Shelter Counselors in their work on clients’ counseling service plans
5. Conducts intake interviews with clients and their families, completes appropriate documentation of services provided for the client file and for the shelter service statistics
6. Meets or exceeds the required number of service hours
7. Provides services in accordance with the Illinois Certified Domestic Violence Professionals code of ethics

Hotline Response

8. Responds to hotline callers during assigned shift and acts as the back-up hotline responder. Responds to callers by providing support, information about domestic violence, FSS service information and/or referrals. Appropriately documents calls and shelter hotline information logs
9. Conducts intake interviews with hotline callers, as appropriate
10. Receives and processes police response calls

Building Security

11. Performs a physical walk-through of the shelter facility every 90 minutes, documents observations. May need to perform walk-through more frequently depending on security concerns.
12. Frequently checks security monitors and responds to security concerns appropriately. Documents observations and actions taken.

Administrative Services

13. Completes case notes and records service statistics and hotline calls
14. Enters daily service statistics and hotline calls into InfoNet in a timely manner while adhering to internal deadlines, as assigned
15. Performs office tasks (such as photocopying, collating, making welcome folders), as required

Other Duties

16. Available and willing to work at any shelter location: at times, with minimal notice
17. Completes household duties, as assigned
18. Remains cognizant of current developments in the field of domestic violence.
19. Performs other duties as assigned.

Relationships:

1. Supervised by the Shelter Site Manager.
2. Collaborates with Shelter Workers, Overnight “Awake” Shelter Workers and Shelter Counselors
3. Must work as part of a team.

Qualifications and Characteristics:

1. Education – Associate’s Degree in human services or related field or High School diploma with a minimum of 2 years of relevant experience required
2. Experience – Prefer a minimum of one (1) year experience in social services.
3. Training – 40-hour domestic violence training strongly preferred, but required at the first available opportunity
4. Technical – Communication and documentation skills.
5. Social Skills – Must be able to respond appropriately in emergency situations, must be able to function independently. Must demonstrate flexibility and teamwork capacity.

Special Conditions:

1. Must be able to work night and weekend hours at shelter location assigned.
2. Must be able to remain awake during the overnight shift.
3. Must have own transportation, valid driver’s license, good driving record, and liability insurance.
4. Must be able to operate all household and office equipment.
5. Must be able to climb stairs.
6. Must be able to hear or see fire and intruder alarms.
7. Must be able to lift 50-pound child.
8. Must be able to communicate with people who call in on the hotline.

Classification Status:

Non-Exempt / FSS level 6