

## **POSITIONS AVAILABLE**

### **Relief Shelter Worker**

#### **All Shelter locations**

4/2/08

**Summary:** Provides support services and case management on an as needed basis to adult and child clients of the agency. Promotes self-reliance through an empathic and caring atmosphere.

**Hours are:**

As needed

**Qualifications:**

1. Education – Associates 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:** Relief Shelter Worker

**Summary:** Provides support services and case management on an as needed basis to adult and child clients of the agency. Promotes self-reliance through an empathic and caring atmosphere.

### **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 including developing a service plan, providing referrals and resources to the client, and meeting with the client weekly (or more often, as needed) to monitor and revise the plan
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. Co-facilitates the weekly house meeting to discuss communal living issues; may co-facilitate women's support and/or children's group, as available
7. Meets or exceeds the required number of service hours
8. Provides services in accordance with the Illinois Certified Domestic Violence Professionals code of ethics

#### *Hotline Response*

9. 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.
10. Conducts intake interviews with hotline callers, as appropriate.
11. Receives and processes police response calls.

#### *Building Security Checks*

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. Performs office tasks (such as photocopying, collating, making welcome folders), as required

#### *Other duties*

15. Available and willing to work at any shelter location; at times, with minimal notice
16. Completes household duties, as assigned

17. Remains cognizant of current developments in the field of domestic violence
18. 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. Works with agency interns as needed.
4. Is a member of the Shelter Worker Team, Site Team and All Shelter Staff Team

**Qualifications and Characteristics:**

4. Education – Associates Degree in human services or related field or High School diploma with a minimum of 2 years of relevant experience required
5. Experience – Prefer a minimum of one (1) year experience in social services.
6. Training – 40-hour domestic violence training strongly preferred, but required at the first available opportunity
7. Technical – Communication and documentation skills.
8. Social Skills – Must be able to respond appropriately in emergency situations; must be able to function well with minimal supervision.
9. Leadership Skills – Must demonstrate professionalism, flexibility, good judgment, and commitment to teamwork.

**Special Conditions:**

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

**Classification Status:**

Non-Exempt / FSS level 6