

Title: Relief Staff

FLSA Status: Non-Exempt

Classification: Permanent part-time

Purpose: Provides additional and/or substitute staff coverage at the shelter on either a scheduled or on-call basis, or both.

Supervision Received and Exercised:

Reports to and receives supervision from the Shelter Manager.

Exercises no supervision.

Hours:

Crossroads Safehouse operates 24 hours a day, 7 days a week to provide safe housing and services to its clients and the community. All employees must be available for scheduling flexibility covering evening, weekend, and holiday shifts if needed. All relief staff are required to be available to work one weekend and one overnight shift per month.

Essential Functions:

- Provides information, referral, legal advocacy, and support on a regular basis.
- Provides support to the Domestic Abuse Response Team and Legal Assistance Program.
- Conducts client intakes, orientation, contracts, and exit interviews. Performs recordkeeping functions pertaining to clients in the Women's Programs, including data collection, reporting, and case notes.
- Provides crisis intervention by telephone and face-to-face
- Maintains knowledge of current issues in the field.
- Responds to the safety and welfare of the clients and the care of the facility by reporting needed repairs and health/safety hazards to the Facilities Manager.
- Assists in maintaining the shelter and helps ensure the readiness of rooms for occupancy. This includes minor maintenance, necessary cleaning, and stocking of linens, supplies, etc.
- Maintains supply of forms and handouts, assembles client files and folders.

Other Job Duties:

- Assists in delivery of the Crosstrails Program as appropriate.
- May assist in gathering of statistical data on program activity.
- Perform related duties as assigned by the Shelter Manager.

Qualifications

- Knowledge concerning domestic violence.
- Ability to effectively counsel and provide information in crisis situations.
- Knowledge of local community and human services resources.
- Ability to lift up to 40 pounds.
- Ability to climb one flight of stairs.
- Effective written and verbal communication skills.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

Experience:

- Experience in human services or related field preferred.
- Bilingual Spanish/English a plus.

Training:

- A Bachelor's Degree in Human Behavioral Science or related field.