

The Garden Place at Family Violence & Rape Crisis Services

JOB DESCRIPTION

Shelter Assistant/Substitute

The Shelter Assistant/Substitute position will be responsible for office and general duties at the Garden Place Shelter.

1. **Office Duties:**

- Read the log for update information
- Document facts in the log as needed
- Answer phones and take messages for staff and residents
- Check messages and return calls when required
- Provide screening and/or intake for emergency admissions
- Fill out forms for emergency contract, release of liability and disclosure of confidential information
- Check forms that need to be copied
- Organize packages for new residents
- Clean up office desk, refrigerator and microwave after used

2. **Outside of the office duties:**

- Manage the facility for emergencies when needed (Light switch box, generator, etc)

3. **Services:**

- Review of the shelter rights and responsibilities with the residents, when it is necessary
- Be available for interaction with clients when requested by the residents
- Provide crisis intervention if needed
- Respond to emergencies

The Shelter Assistant/Substitute position reports to the Shelter Director

Qualifications

1. Be professional – casual but professional, telephone etiquette, talking to the residents, etc.
2. Understand the shelter procedures
3. Respect all the residents equally
4. Not have any type of prejudice, discrimination or give different treatments to different residents
5. Not give advice or criticize the residents' decisions - unless it is in violation with the contract. If it is a violation it has to be addressed politely, calmly and in a professional manner.
6. Understand Domestic Violence and Sexual Assault issues
7. Understand and exercise boundaries with all the present and past residents
8. Not disclose any information regarding the residents – following our guidelines
9. Respect the residents living situation as it is their house
10. Be punctual and productive
11. Not interfere with the counselors
12. Be a good team player, respecting the co-workers and sharing information

13. Be willing and able to perform the specific duties required by the position

Minimum Requirements

Knowledge of domestic violence and sexual assault. Residential management experience.