



**Shelter Relief Advocate
Job Description
April 22, 2022**

Healing Abuse Working for Change, Inc., creates social change by taking action against personal and societal patterns of violence and oppression. For the past 40 years, HAWC has provided free services and support to survivors of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. More information is available at www.hawcdv.org.

General Description:

HAWC is seeking to fill several relief shifts at our emergency shelter. Shelter Relief Advocates provide services to survivors of domestic violence in our Emergency Family Shelter Program. This role provides direct, on-site support to individuals and families, ensuring participant safety and adherence to shelter policies, participant access to resources and ongoing communication with other members of the team and agency. This position is compensated hourly with non-exempt compensation of \$15.00/hour (\$15.72 for bilingual individuals). A \$500 bonus is available after three months of employment in good standing and a second bonus of \$500 available after six months of employment in good standing.

Various shifts are available on per diem, part-time and full-time basis:

- Monday-Friday 4:00pm - 8:00pm
- Overnight 8:00 pm -8:00 am
- Saturdays 8:00am- 6:00pm
- Saturdays 8:00 am-2:00pm
- Saturdays 2:00pm- 6:00 pm
- Sundays 8:00 am-8:00pm
- Sundays 8:00am-2:00 pm
- Sundays 2:00pm- 8pm
- Additional hours possible.

Summary of Benefits for Full Time Staff (30+ hour/week)*

- 3 weeks of vacation per year during first year; increases at year 5, carryover of 2 weeks
- 13 Holidays off per year
- 13 Sick days per year
- 5 Personal days per year
- 70% Health Insurance paid by HAWC
- 70% Dental Insurance paid by HAWC
- 70% Paid Family & Medical Leave paid by HAWC
- 100% Short & Long Term Disability paid by HAWC
- 100% Employee Assistance Plan paid by HAWC

- 100% paid Life Insurance (1x annual salary up to \$50,000)
- Health Reimbursement Account (HAWC pays first 50% of deductible)
- Flexible Spending Account
- 401K plan
- *Part Time employees consistently working 20+ hours/week are eligible for prorated Paid Time Off.

Qualifications:

- Sensitivity to the unique concerns of survivors of domestic violence; commitment to survivors to promote healing from experiences of domestic violence
- Excellent interpersonal skills, including verbal and written communication
- Ability and willingness to work effectively with participants of diverse backgrounds and experiences
- Strong crisis intervention and active listening skills; commitment to learning and utilizing trauma-informed practices of client engagement and advocacy
- Commitment to working collaboratively with shelter team members and agency leadership
- Proficient in basic computer and data-entry skills
- Direct service advocacy and/or case management experience
- Bilingual Spanish-English/Bicultural background preferred

Position Responsibilities:

- Ensure safety and consistency of shelter operations including oversight of client program requirements and safety protocols
- Provide support, crisis intervention, advocacy and information to the participants at the shelter
- Empower clients to make safe, supportive choices for themselves and their families
- Screen prospective clients to ensure the shelter program is an appropriate fit for their needs; complete intake in trauma-informed manner
- Support clients with children to ensure family safety
- Maintain clear professional boundaries with shelter staff and clients
- Maintain logs, files and other paper documentation
- Ensure accurate and thoughtful entry of data into Empower electronic database system
- Complete census updates online
- Prepare, clean and inspect rooms for incoming and exiting participants
- Maintain cleanliness and organization of staff spaces and shared common areas
- Participate in coverage of emergency hotline while on shift
- Complete 30-hour HAWC pre-service training
- Ensure completion of other responsibilities as required by the Shelter Director
- Position requires the ability to go up and down stairs throughout shift and light lifting as necessary

HAWC is an Equal Opportunity Employer. HAWC does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status or genetic information. Survivors, people who are bilingual/bicultural, persons of color, people with disabilities and members of the LGBTQ+ community are strongly encouraged to apply.

**Please email cover letter and resume to Sara Stanley at saras@hawcdv.org with "Shelter Relief" in the subject line, or mail to:
HAWC, Attn: Sara Stanley, 27 Congress St. Ste. 204, Salem, MA 01970**