



Available Hours: 2nd shift 3:15p – 11:15p (Friday – Sunday)
PRN (multiple openings)

Job Description

TITLE: Crisis Intervention Shelter Assistant
DEPARTMENT: Direct Services
REPORTS TO: Program Manager – Emergency Services (PM-ES)
WORK LOCATION: Sheltering Wings
DIRECT REPORTS: None
COMMITTEE INVOLVEMENT: None

POSITION OBJECTIVE: At Sheltering Wings (SW), our services for survivors escaping domestic abuse are reliant on a competent and compassionate staff, adaptable operations and inclusive practices. The Crisis Intervention Shelter Assistant's (CISAs) primary responsibility is to assist with the day-to-day direct service operations, including but not limited to crisis assessment and intervention, mediation, and provision of basic needs.

ROLES & RESPONSIBILITIES:

Crisis Intervention and Basic Needs

- Responds to crisis calls and provides appropriate crisis intervention, referrals, and services and documents them accordingly.
- Conducts domestic violence assessment and facilitates safety planning as appropriate and/or makes referrals for crisis care as deemed necessary.
- Conducts intake process with each new resident and makes sure all new residents are comfortable and safe upon admission.
- Provides transportation for emergencies and essential appointments for clients as appropriate.
- Prepares resource packets as needed.
- Assists with putting away shelter donations and maintains inventory of designated items.

Residential Life

- Prepares resident rooms prior to admittance (coordinates with Facility Maintenance Tech (FMT) any repairs that need to be done).
- Ensures residents comply with the resident handbook and addresses issues as appropriate.
- Facilitates resident meetings and sign-ups for classes and groups.
- Deescalates conflicts between residents in a non-threatening and Christ-centered manner.
- Participates in shift-exchange to communicate all pertinent information between shifts.
- Conducts weekly room checks (with a 2nd staff person) and follow up when a 24 hours' notice has been given to the resident.
- Maintains appropriate documentation for resident continuity of services.
- Conducts exits ensuring proper staff are notified to coordinate follow-up services as appropriate.
- Manages documentation for organizational purposes and grant reporting.
- Conducts security checks regularly on shift to ensure security systems, phone systems and facilities are in working condition to maintain safety.
- Maintains an on-going head count of all residents at the shelter.
- Reports any unusual and threatening behavior to the police department.

Direct Service Team Collaboration

- Full-time CISAs serves as on-call; cover shifts as needed, according to the on-call schedule.
- Ensures continuity of care and services while cooperatively sharing all pertinent information, in collaboration with CMs, Advocates and CISAs.

QUALIFICATIONS FOR THE POSITION

Required:

- High School diploma with some courses in social work, psychology, criminal justice or similar field.
- In lieu of college coursework, 3+ years' experience working in public or social service organization.
- Proven proficiency in all Office 365 Products and ability to learn new software.
- Excellent interpersonal skills (listening, coaching and leadership).
- Proven experience in a professional environment requiring organizational, computer, written and oral communication skills.

- Ability to multi-task, delegate and prioritize tasks.
- Honor SW Mission, Vision and Statement of Faith.
- Must maintain composure and professionalism in highly stressful situations and balance multiple priorities effectively.
- Must have valid driver's license, clean driving record and current insurance coverage.

Preferred but not required:

- Prior experience working effectively with adults and children from various backgrounds, cultures, lifestyles, ages, religious beliefs and economic situations.
- Knowledge of city, state and federal domestic violence service systems, policies and issues
- Knowledge of domestic violence related issues and philosophy
- Knowledge of trauma informed care and practice
- Understanding of the effects DV has on survivor's thoughts and behaviors
- Prior Crisis Intervention experience
- Bilingual

The above description covers the most significant duties performed to fulfill the mission of SW but does not restrict leadership's right to assign or reassign other reasonable duties, responsibilities, or expectations to this job at any time, with or without advance notice. The information contained in the job description is for compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual currently holding this position and additional duties may be assigned.

Physical Requirements of Position:

Must be able to sit and stand for extended periods of time as well as have the ability to walk or move about the grounds of SW as needed. Must be able to operate a vehicle for travel to and from client and community meetings in Central Indiana, with access to provide own transportation. While performing the duties of this job, the employee is regularly required to communicate, converse with others, express oneself and exchange information.

Equal Employment Opportunity Statement:

SW is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

Status: Full-time Non-Exempt

Approved by: Board of Directors

Last Modified: November 2023