Title: Crisis Intervention Shelter Assistant

Office Location: Sheltering Wings, no remote work options

Reports to: Emergency Services Manager

Status: Non-Exempt/Full-time

Positions Available

Saturday - Sunday: 8:00 AM - 9:00 PM

Friday, Saturday, and Sunday: 3:00 PM – 11:00 PM

Substitute: As needed (minimum requirement of 16 hours per month)

Roles & Responsibilities:

The Crisis Intervention Shelter Assistants (CISA) oversee the day-to-day residential operations, including but not limited to crisis assessment and intervention, mediation, and provision of basic needs. Overall, the CISA's role is to facilitate a safe, structured, and supportive Christ-like environment conducive to facilitating life changes with residents. CISAs are responsible to uphold both the vision and mission of Sheltering - Wings **Specific Duties**

Provision of Crisis Intervention and Basic Needs:

1. Answers information and crisis calls.
2. Provides appropriate crisis intervention, referrals, and services for crisis calls and documents them accordingly.
3. Conducts domestic violence assessment and facilitates safety planning as appropriate and/or make referrals for crisis care as deemed necessary.
4. Conducts Intake process with each new resident and makes sure all new residents are comfortable and safe upon admission.
5. Provides transportation to emergency and essential appointments for clients as appropriate.
6. Prepares Resource Packets as needed.

Oversee Residential Life:

1. Deescalates conflicts between residents in a non-threatening and Christ-centered manner.
2. Ensures residents comply with the resident manual and addresses issues as appropriate.
3. Prepares resident rooms prior to admittance (coordinates with Facility Manager any repairs that need to be done).
4. Participates in shift-exchange to communicate all pertinent information between shifts.
5. Conducts weekly room checks (with a 2nd staff person) and follow up when a 24 hours' notice has been given to the resident.
6. Maintains appropriate documentation for resident continuity of services.
7. CISAs should be in the RSO only at shift change, to complete assigned tasks, during crisis calls, intakes, and private sessions with assigned residents
8. Conducts Exits ensuring proper staff are notified to coordinate follow-up services as appropriate.
9. Manages documentation for organizational purposes, as well as management and reporting for grants.
10. Conducts security checks regularly on shift to ensure security systems, phone systems and facilities are in working Condition to maintain safety.
11. Maintains an on-going head count of all residents at the shelter.
12. Reports any unusual and threatening behavior to the police department.
13. Ensures continuity of care and services while cooperatively sharing all pertinent information, in collaboration with Case Managers and Advocates.

Teamwork:

1. Completing all shift responsibilities outlined in the Employee Handbook.
2. Log in donations and place in proper closet (usually 2nd and 3rd shift).
3. Completes all assigned tasks within allotted deadlines.

4. Maintains a clean and uncluttered work space/office.
5. Completes any other tasks as requested to fulfill Sheltering Wings mission of service to survivors of domestic violence.

Shelter Responsibilities:
1. Refers to Emergency Manual for any emergencies and crises that may arise and responds appropriately, in accordance with the policies and procedures to ensure safety of all residents.
2. Attends all monthly residential meetings, monthly all staff meetings, retreats and other classes or training required by management.
3. Adheres to all agency requirements as written in the Employee Policy and Procedure Manual and as assigned by management.
4. Honors the Agency Statement of Faith signed.

Physical Requirements of Position:
1. Ability to be able to sit and stand for extended periods of time.
2. Ability to walk or move about the grounds of the shelter, as needed.
3. Travel will primarily include traveling to local meetings in the Central Indiana area and resident appointments.
4. High energy as position does require the ability to be called on a moment's notice.
5. Ability to handle stressful situations.

Direct Supervision of Position(s) – None

Qualifications for the Position Required:
1. Completed courses in social work, psychology, criminal justice or something similar. Or, 0-3 years' experience working in public or social service organization.
2. Full commitment and dedication to the mission statement of Sheltering Wings.
3. Full compliance with Sheltering Wings' Statement of Faith, signed on application.
4. Excellent interpersonal skills and needs assessment.
5. Proven multi-tasking abilities.
6. Ability to thrive in an emotionally stressful environment while remaining calm.
7. Outstanding follow-up skills.
8. Prior experience in a position that needed attention to detail.

Preferred but not required:
1. Knowledge of domestic violence related issues and philosophy.
2. Understanding of the effects DV has on survivor's thoughts and behaviors.
3. Prior Crisis Intervention experience.
4. Knowledge of city, state and federal domestic violence service systems, policies and issues.
5. Bilingual

Note: This job description will change as needed to fulfill the mission of *Sheltering Wings*. The person assigned to this position will be notified. This description serves as a high-level overview of the above position. Other duties will be assigned as business needs arise.

I have read and understand all functions of my position here at Sheltering Wings and commit to fulfill it to the best of my abilities. I can fulfill the above physical requirements of the position without a reasonable accommodation. If a reasonable accommodation is required please document and present to the Operations Manager.

_____   _____
Employee Signature   Date

_____   _____
Supervisor/Manager Signature   Date