



### ***Job Description***

**TITLE:** Crisis and Residential Interventionist (CARES)  
**DEPARTMENT:** Direct Services  
**REPORTS TO:** Program Manager – Crisis Intervention (PMCI)  
**WORK LOCATION:** Sheltering Wings  
**DIRECT REPORTS:** None  
**COMMITTEE INVOLVEMENT:** None  
**Salary:** \$18.03 - \$22.66/hr. (based on education and experience)

**POSITION OBJECTIVE:** At Sheltering Wings (SW), our services for survivors escaping domestic abuse are reliant on a competent and compassionate staff, adaptable operations and welcoming practices. The CARES primary responsibility is to oversee the day-to-day residential operations, including, but not limited to, crisis assessment and intervention, mediation, provision of basic needs and facilitation of life skills classes.

### **ROLES & RESPONSIBILITIES:**

#### **Crisis Intervention, Basic Needs and Life Skills**

- Responds to crisis calls and provides appropriate crisis intervention, referrals, and services and documents them accordingly.
- Conducts domestic violence assessment and facilitate safety planning as appropriate. Makes referrals for crisis care as necessary.
- Conducts intake process with each new resident and ensure that new residents are comfortable and safe upon admission.
- Audits crisis calls/intakes/exits/accountability protocols for completion and accuracy and shares outcome with PMCI. (as assigned)
- Ensures intakes are completed within 24 hours of admittance and flags information still needed.
- Provides transportation to emergency and essential appointments for clients as appropriate.
- Provides on-the-spot life skills training or assistance as needed.
- Prepares resource packets as needed.
- Assists with putting away shelter donations and maintains inventory of designated items.
- Conducts follow up calls to individuals screened through the Lethality Assessment Protocol to offer additional services (as assigned).

#### **Residential Life**

- Ensures that residents comply with the resident handbook and addresses issues as appropriate.
- Prepares resident rooms prior to admittance and coordinates with Facilities Maintenance Tech (FMT) for any repairs.
- Maintains and updates key fob, locker and computer assignments
- Facilitates resident meetings and sign-ups for classes and groups (as assigned by shift).
- Deescalates conflicts between residents in a non-threatening and Christ-centered manner, including conducting mediation between residents as needed.
- Conducts weekly room checks (with a 2<sup>nd</sup> staff person) and follow up when a 24 hours' notice has been given to the resident.
- Participates in shift-exchange to communicate all pertinent information between shifts.
- Fill needs requests for residents (as back up to In-House Advocate)
- Assists in maintaining residential kitchen, including washing dishes after daily kitchen hours and cleaning ovens and refrigerators (as needed)
- Approves policy exceptions for residents and communicates updates to appropriate staff and volunteers
- Facilitates life skills classes.
- Maintains appropriate documentation for resident continuity of services.

- Conducts exits ensuring proper staff are notified to coordinate follow-up services as appropriate.
- Ensures exits are completed accurately and timely with follow-up calls if needed.
- Ensures resident binders are closed out and submits to the PMCI for final approval.
- Assists with Protective Order submission
- Manages documentation for organizational purposes and grant reporting.
- Conducts security checks on shift to ensure security systems, phone systems and facilities are in working condition.
- Maintains an on-going head count of all residents at the shelter.
- Reports any unusual and threatening behavior to the police department.
- Supports CM team and clients to facilitate the provision of basic needs or progress toward self-sufficiency matrix goals.

#### **Direct Service Team Collaboration**

- Serves as on-call; cover shifts as needed, according to the on-call schedule (full-time staff only)
- Ensures continuity of care and services while cooperatively sharing all pertinent information, in collaboration with CMs, Advocates and CARES.

#### **QUALIFICATIONS FOR THE POSITION**

##### **Required:**

- One year of experience working in a social service, healthcare or public service organization.
- Prior experience working effectively with adults and children from various backgrounds.
- 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 a valid driver's license.

##### **Preferred, but not required:**

- Bachelor's degree in social work, psychology, criminal justice or similar field
- Experience working in a residential program
- Prior Crisis Intervention experience
- 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
- 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. 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:** June 2025