

Job Title:	Pool Staff for Shelter	Job Category:	As Needed/Non-Exempt
Department/Group:	Shelter & Support Services	Reports To:	Director of Shelter & Support Services
As needed:	Yes	On-Call Required:	No
Lifting Required:	Yes- Up to 20 lbs.	Driving Required:	Yes
Job Description			
<p>Job Purpose:</p> <p>This position will focus on the needs of all residents (adults and children) in the shelter for battered women and children on an as needed basis. The services provided at the shelter include, but are not limited to, supportive counseling, goal planning, case management and advocacy. The hours for this position will vary. Some specific duties of Pool Staff are as follows:</p> <p>Duties include but are not limited to:</p> <ul style="list-style-type: none"> • Provides supportive counseling to clients in residential program on issues related to domestic violence and strategies for living independently. • Provides back up services to volunteers and/or responds to crisis lines calls • Provides holiday and emergency coverage as needed. • Maintains shelter safety through monitoring cameras and communicating with security guards. • Records and documents services provided to clients on a daily basis. • Inputs client services into R-Client database. • Provides advocacy to clients for Mental Health, Substance Abuse, or school-related referrals as needed, making necessary arrangements for transportation. • Provides accurate resources and referral information to clients. • Assists clients in making departure plans at the end of their shelter stay. • Attends monthly staff meetings. • Carries out other duties as assigned by supervisor. <p>Skills/Qualifications:</p> <ul style="list-style-type: none"> • Commitment to violence-free relationships, and ending the cycle of violence in our community. • Ability to multi-task and prioritize duties. • Ability to be empathic and non-judgmental. • Ability to handle crisis situations while remaining calm and diplomatic. • Ability to work as part of a team, as well as ability to handle crises individually with quality decision-making skills. • Ability to work within a complex, fast-paced and rapidly changing work environment. • Ability to effectively solve problems and achieve conflict resolution. • Ability to work effectively with a wide variety of individuals. • Ability to demonstrate mature and professional attitude combined with a compassionate nature. • Ability to model positive discipline techniques and patience with children. Basic computer skills are a plus. • Clear background check. • Valid driver's license, access to reliable transportation and a clean driving history with the North Carolina Department of Vehicles. • Demonstrated eligibility to work in the United States. • Familiarity with community-based services in Wake County preferred. • Basic proficiency in Microsoft Office (Word, Excel, PowerPoint, and Outlook) and databases required. 			

Minimum requirements:

B.A. in Social Work, Psychology or related Human Service field or equivalent experience preferred. One year experience in crisis intervention setting, preferably with victims of domestic violence and/or sexual assault. Additional consideration will be given to those who are bilingual or who possess related advanced degrees.