

Position Title: **Hotline & Shelter Support Staff**

Direct Supervisor: Emergency Shelter Program Coordinator

Part-Time Position

## **I. GENERAL DESCRIPTION**

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The Hotline & Shelter Support Staff will be responsible for staffing the crisis hotline, providing assistance to shelter residents, supervising volunteers in training, and maintaining safety and security in the Emergency Shelter. Shifts will be an assigned/standard set of overnight and weekend hours. This position is directly supervised by the Emergency Shelter Program Coordinator and works both independently and collaboratively towards the mission and vision of the organization.

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## **II. MUTUAL RESPONSIBILITIES**

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- A. Conduct all employment related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by the policies and procedures outlined by the WRC.
  - B. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate with the supervisor clearly and in a timely manner about any issues of performance.
  - C. Participate in day-to-day Shelter Operations to include room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
  - D. Carry out other duties as assigned by supervisor or the Executive Director.
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## **III. JOB RESPONSIBILITIES**

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### **A. Direct Services**

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- 1. Answer hotline and provide crisis intervention and other appropriate services to callers.
  - 2. Provide trauma-informed crisis intervention services and support to emergency shelter clients.
  - 3. Conduct intakes for new residents. This includes room assignment and preparation, shelter tour, reviewing paperwork and crisis intervention.
  - 4. Assist emergency shelter clients and hotline callers with referrals to WRC and outside community services.
  - 5. Respond to emergency situations with shelter residents and Cornerstone residents in a timely manner. This includes checking on the situation face-to-face, and possibly calling 911, Staff on call, or other available assistance.
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### **B. Shelter Coordination**

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- 1. Ensure overall cleanliness of the emergency shelter, including the outside community space.
  - 2. Facilitate heat treating process of all required items (including for new intakes and current shelter residents).
  - 3. Check all locks on doors and windows and adjust the security alarms according to the set schedule.
  - 4. Do a walk-through of the entire shelter at least twice during each shift.
  - 5. Assist with the on-the-job training of new Crisis Intervention workers.
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#### IV. QUALIFICATIONS

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- A. High School diploma.
  - B. Demonstrated understanding of the issues of sexual and domestic violence.
  - C. Ability to provide trauma-informed crisis intervention in line with agency practices.
  - D. Ability to work independently to provide direct client assistance and to achieve team goals.
  - E. Ability to lift and move shelter supplies up to 20 lbs. and go up/down stairs.
  - F. Ability to deliver WRC services in a culturally sensitive manner.
  - G. Ability to remain patient, calm, and professional when working in crisis situations.
  - H. Must have reliable transportation.
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#### **Certification of receipt of this job description**

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Employee Signature

Date

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Supervisor Signature

Date

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Executive Director Signature

Date