

# HAVEN HILLS, INC.

## POSITION DESCRIPTION

**Position Title:** Shelter Support Staff  
**Hours:** Part-Time / Non-Exempt (On-Call, Variable Hours)  
**Salary:** DOE

### **Position Summary:**

Under the direct supervision of the Residential Program Manager and the clinical supervision of the Clinical Director, provide support to the shelter program and crisis line.

### **Position Responsibilities and Duties:**

1. Provide hotline counseling, information and referrals to ensure 24/7 coverage of crisis line.
2. Conduct shelter intakes by arranging for the safe arrival of clients, ensuring welcome packets are ready, and completing intake documents.
3. Provide crisis counseling and crisis intervention to shelter residents.
4. Provide basic needs assistance to shelter residents when needed.
5. Provide general oversight and supervision of all shelter activities during an assigned shift by yourself.
6. Participate in supervision and staff meetings
7. Attend staff trainings offered by the agency and other agencies as assigned
8. Document information and services on each client and maintain appropriate written records.
9. During each shift read case notes, read logbook, and complete log notes on interactions with all clients to ensure the flow of information to other staff.
10. Work as part of a multi-disciplinary team to best meet the needs of clients.
11. Maintain a working knowledge of shelter policies and procedures.
12. Enforce policies and procedures that uphold the safety and confidentiality of Haven Hills clients and shelter facilities.
13. Must be available when called. If unavailable to work a shift for 3 consecutive requests, staff may be terminated.
14. Provide general support with answering the Hotline remotely
15. Participate in agency trainings and supervision as required.
16. Other related duties as assigned.

### **Minimum Qualifications:**

1. Bachelor's degree in human services, behavioral science, or related field, or year for year substitution allowed in cases of exceptional work experience in domestic violence field
2. Work experience in trauma field or related field desirable.
3. 40-hour state-mandated DV advocate training certificate or completion within 3 months of hire
4. Bi-lingual Spanish highly desirable
5. Comfortable working alone on a shelter shift with a highly stressed population
6. Must be comfortable working in non-traditional or shelter setting; must be flexible, open-minded, and adaptable
7. Must write clearly and effectively in English
8. Excellent communication, active listening, and conflict resolution skills
9. Shelter, case management, and counseling experience desirable

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10. Hotline experience desirable
11. Ability to multi-task in crisis setting
12. Ability to relate to individuals and groups in an empathic and non-judgmental manner
13. Must work collaboratively with multidisciplinary team
14. Ability to problem solve, be resourceful, use sound judgment, and possess good decision-making skills
15. Ability to work with diverse cultures, communities, and professional groups
16. Must be computer literate, familiar with Microsoft Outlook, Word, and Excel
17. Must have a valid California driver's license, an automobile that may be used during work hours, and maintain adequate auto insurance
18. Must undergo fingerprinting, TB testing, and drug testing, as required

Haven Hills, Inc. is an equal opportunity employer and does not discriminate based on race, religion, national origin, gender, age, or lifestyle.

**AMERICAN WITH DISABILITIES ACT COMPLIANCE INFORMATION**

To comply with the Americans with Disabilities Act and other applicable laws ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitation of an otherwise qualified individual with a disability unless such accommodation create an undue hardship on Haven Hills.