



**Domestic Violence Shelter
Residential Life Specialist
Job Posting**

Mission Statement

Hope, healing, safety, social change.
Working together to end domestic and partner violence.

Vision

A community unified in peace, justice, and equity,
for the safety and well-being of every individual.

Statement of Welcome and Affirmation

*DOVE welcomes refugee and immigrant survivors
both documented and undocumented; people with disabilities;
people who are D/deaf or hard of hearing; BIPOC (Black, Indigenous, and other People of Color);
LGB, Queer, Trans, and Non-Binary individuals; people of all religion and faith beliefs; and
individuals whose first language is not English.
DOVE welcomes people of all identities, including those not named.*

Organization Summary

DOVE (Domestic Violence Ended), Inc. was founded in 1978 and has since grown from one crisis hotline to a comprehensive multi-services organization. DOVE is the only domestic violence organization in Norfolk County. DOVE provides a range of services for individuals who have experienced abuse, including a 24-hour hotline, emergency shelter, safety assessment and planning, supportive education and counseling, support groups, legal assistance, assistance accessing governmental and community-based services, and community outreach and education. At DOVE, we believe that all people have the right to live free from the fear of abuse. At our core, DOVE's work is about fostering healthier and safer relationships for all. DOVE recognizes that oppression and historical and systemic inequity are root causes of problems we strive to address with and on behalf of survivors. We acknowledge that it is impossible for us to fulfill our mission without creating an equitable and inclusive environment for our staff, partners, and people we serve.

Job Purpose

DOVE seeks an experienced and passionate **Residential Life Specialist** (RLS) for our Domestic Violence Emergency Shelter and Transitional Living apartments. DOVE's Residential Services program provides short-term emergency shelter and transitional living apartments for adults and their children seeking safety and support from domestic violence. DOVE's RLS provides telephone and in-person coverage to respond to the needs of domestic violence survivors. The RLS ensures that every person who initiates contact with – regardless of the mode of engagement – receives warm, competent, individually and culturally-responsive assistance consistent with organizational protocols and professional best practice.

The incumbent also responds to hotline callers, supports the coordination of residential life activities and events, and assists with basic needs for shelter and transitional living program participants (adults and children). Additionally, the Residential Life Specialist provides first-line oversight of the overall maintenance of the shelter facilities, partnering with the Director of Residential Services to ensure a safe, functional, and comfortable living environment. The Residential Life Specialist is responsible for a variety of other tasks in conjunction with programmatic, administrative, and organizational needs.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 www.dovema.org

The Residential Life Specialist reports to the Director of Residential Services.

Responsibilities

Programmatic (~40-50%)

- ❖ Answer 24-hour hotline. Provide crisis prevention/intervention and supportive listening to callers. Provide information and referrals as appropriate.
- ❖ Update SafeLink listing re: availability of room(s) for new program participants (PPs) twice daily.
- ❖ Complete intake process with callers seeking emergency shelter when space is available. Prepare bedrooms for new arrivals. Greet new program participants (PPs) and orient them to the shelter and program.
- ❖ Ensure the shelter is welcoming, responsive, and supportive of the experiences and needs of all PPs.
- ❖ Be available for consultation by other team members and intern(s) as needed.
- ❖ Assist in ensuring the safety and security of program participants by being aware of the needs of program participants as well as the activities taking place within the house, and routinely assessing for safety and reporting all problems or concerns appropriately and in a timely manner.

Environment of Care/Facilities Oversight (~20-30%)

- ❖ Coordinate and involve PPs in the daily maintenance and cleanliness of the shelter.
- ❖ Distribute supplies and resources. Assist in the upkeep of food pantry, linen supply area, household supplies areas, clothing donations room, and other donation and supplies areas. Sort and store donations.
- ❖ Oversee and participate in shelter maintenance, including maintaining safety, cleanliness, and tidiness of the property, as needed, and consulting with the Director of Residential Services to coordinate with contractors for needed repairs.
- ❖ Provide support regarding the annual building/facilities and safety equipment inspections, including any preparatory work prior to the inspections and any follow-up work after the inspections.

Administrative & Other (~20-30%)

- ❖ Purchase food and supplies for the shelter, including conducting regular food pantry pick-ups. These pickups will also include donations and items dropped at DOVE's Community Advocacy & Prevention Services office and periodically other locations.
- ❖ Coordinate with other staff to create and maintain lists of all necessary donations.
- ❖ Periodically represent DOVE in meetings or interactions with collaborators, community stakeholders, donors, and/or funders.
- ❖ Attend and participate in regularly scheduled individual supervision, shelter staff team meetings, and ongoing professional development meetings and trainings.
- ❖ DOVE has committed 5% (2 hrs/wk) of all staff time to participate in active learning regarding justice and equity issues, including regarding race, gender identity, sexual orientation, ability, etc., to include reading, listening to podcasts, watching webinars, videos, etc. Active discussion with peers is encouraged. For BIPOC and LGBTQ/T staff, time can include commitment to self-care and resilience-building practices as needed. Active participation is supported.
- ❖ Complete other duties to ensure that shelter program participants are provided with professional, empathic, safe, and affirming services within the context of DOVE's mission and consistent with legal, organizational, and funder requirements.



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Skills & Qualifications

- ❖ Experience working with individuals and families impacted by abuse and trauma, as well as oppression, including racial, cultural, and historic oppressions. Knowledge of the dynamics of domestic and sexual violence as well as trauma issues as they relate to victims/survivors of violence and their children.
- ❖ Demonstrated crisis intervention, problem-solving, and conflict-resolution skills.
- ❖ Two years' experience working in a residential setting and with low-income families preferred.
- ❖ Knowledge of trauma issues as they relate to victims/survivors of violence and their children.
- ❖ Knowledge of child protection services and the criminal legal system.
- ❖ Experience and the ability and desire to work with diverse populations including, but not limited to, non-English speaking families, LGBTQ/T (Lesbian, Gay, Bisexual, Queer and/or Transgender) survivors, and individuals with histories of substance abuse and/or mental health challenges.
- ❖ Ability to communicate effectively and creatively with children and adults. Excellent interpersonal skills. Be a "people person;" enjoy talking and working with others.
- ❖ Strong organizational skills. Ability to effectively multi-task and manage competing demands and activities by prioritizing and communicating clearly.
- ❖ Excellent oral/interactive and written communication skills in English; sound computer skills.
- ❖ Positive approach, can-do attitude, flexibility, sense of humor, appreciative demeanor, and grace under pressure.
- ❖ A strong work ethic and sense of initiative and ability to work independently.
- ❖ Ability to work effectively and collaboratively in a creative and resourceful non-profit setting.
- ❖ Ability to model and uphold appropriate professional boundaries and confidentiality in work with program participants/clients, co-workers, supervisor, and members of the community.
- ❖ Bilingual (Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL and English) preferred. Additional compensation available.

Requirements

- ◆ Must be committed to DOVE's mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change. Experience actively engaging in anti-oppression dialogue and practice is welcome; participation in this ongoing learning and process, as a member of DOVE's staff, is required.
- ◆ DOVE has committed 5% (2 hrs/wk) of all staff time to participate in active learning regarding justice and equity issues, including regarding race, gender identity, sexual orientation, ability, etc., to include reading, listening to podcasts, watching webinars, videos, etc. Active discussion with peers is encouraged. For BIPOC and LGBTQ/T staff, time can include commitment to self-care and resilience-building practices as needed. Active participation is supported.
- ◆ Must complete DOVE's comprehensive domestic violence training within one (1) year of hire, participating when the training is next offered by DOVE; documentation of similar training at another organization may partially fulfill this requirement.
- ◆ Must have valid MA driver's license, reliable transportation, and willingness to travel within DOVE's service area.
- ◆ Ability to climb and descend stairs, bend, and lift items (including shoveling) up to 30 pounds.
- ◆ This position is classified as an Essential Employee of DOVE and may be required to travel during State of Emergency declared by the Governor.
- ◆ A CORI background check is mandatory. CORI history will be reviewed and may not disqualify candidates.



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**** DOVE aspires to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities including QTPOC, candidates with disabilities, and individuals with experience working in DOVE's catchment area are particularly encouraged to apply.**

Work Schedule

Full-time (40 hrs/wk), non-exempt position, generally Monday-Friday 7:00am-3:00pm.

Compensation & Benefits

DOVE is committed to working for racial, social, and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

- ◆ Position will be paid \$20.68 - \$22.60/hr. (\$43,000-\$47,000 expected annual salary/equivalent), depending on skills and experience.
- ◆ Additional compensation (\$2,000 gross annual per 40 hr FTE) is available for proficient language skills preferred in DOVE's catchment area, including: Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL.
- ◆ Paid time off: Vacation (3 weeks in Year 1, increases at Year 3), Personal Days (3 days/year pro-rated), Sick time (12 days/year), and 13 Holidays.
- ◆ Insurance coverage (70% Health/Dental, and MA PFML, 100% Short-Term Disability and Life/ADD).
- ◆ Option to utilize Flexible Spending Account.
- ◆ Opportunity for individual to establish and contribute to retirement account.

Application Instructions

To apply, send Cover Letter specifically for this position and Resume to:

Tori Willbanks-Roos, Director of Residential Services, DOVE Inc. applytodove@gmail.com

- ◆ Applications will be considered until the position is successfully filled. 1st round applicant reviews are anticipated to begin the week of March 14. Interviews will be offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work by early-mid-April, 2022.
- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.
- ◆ DOVE will provide 3 hours of compensation at mid-point of hiring range (\$21.63/hr) per interview to candidates provided interviews, in order to compensate for prep and interview time, childcare, transportation, etc..
- ◆ DOVE anticipates that the hiring process will consist of two to three interviews with different members of Residential Services team and full staff, including Executive Director.

For more information on DOVE, see our website: www.dovema.org

Posted February, 2022



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