



Emergency Shelter Residential Support Staff *(evening, weekend, and overnight shifts, and some weekday availability ideal)*

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.

Job Purpose

Residential Support Staff (RSS) provide crisis intervention and management, intakes, safety planning, emotional support, advocacy and support for basic needs to shelter program participants and hotline callers. Staff are permitted to sleep during overnight shifts when specific conditions are met; staff must awaken to answer the 24-hour hotline and respond to needs of shelter program participants.

In addition to regular weekly shifts, the incumbent may have the opportunity to pick up other shifts during the week as other staff seek coverage. Possibility of benefits eligibility depending on number of shifts regularly scheduled (eligibility for paid time off at 24 hrs/wk regularly scheduled; eligibility for Health/Dental/MA PFML/Short-term disability at 32 hrs/wk regularly scheduled).

Residential Support Staff report to the Director of Residential Services.



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

Job Responsibilities

- ◆ Answer 24-hour hotline. Respond to crisis calls with appropriate intervention. Provide referrals and complete intake process with callers seeking emergency shelter.
- ◆ Greet new program participants and orient them to shelter and program. Prepare program participants' bedrooms when there is a transition and offer resources and support.
- ◆ Ensure the shelter is welcoming, responsive, and supportive of the experiences and needs of all program participants.
- ◆ Provide crisis prevention/intervention and supportive listening to program participants and hotline callers.
- ◆ Provide appropriate referrals to community services and provide information on the use of these services for shelter program participants, working in concert with other shelter staff, as well as for hotline callers.
- ◆ Work in conjunction with other staff to coordinate provision services and resources to meet program participants' needs.
- ◆ Maintain accurate and complete forms and documentation as required by DOVE and funders.
- ◆ Ensure the safety and security of program participants by appropriately monitoring the activities in the shelter, performing safety checks and reporting all problems or concerns appropriately in a timely manner.
- ◆ Coordinate and involve program participants in the daily maintenance and cleanliness of 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.
- ◆ Attend and participate in regularly scheduled individual supervision, monthly Residential Services Team meetings, and ongoing professional development staff meetings and trainings.
- ◆ Other duties as assigned.

Qualifications/Requirements

- ◆ 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.
- ◆ Two years' experience working in a residential setting preferred.
- ◆ Demonstrated skills in crisis intervention, problem-solving, conflict resolution, and de-escalation.
- ◆ The ability and desire to work with diverse populations including non-English speaking families, LGBTQ/T community members, and individuals with histories of substance abuse and/or mental health challenges.
- ◆ 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.
- ◆ 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.
- ◆ Knowledge of child protection services and the criminal legal system helpful.
- ◆ Strong written and oral communication skills.
- ◆ Patience, flexibility, and a sense of humor.
- ◆ Ability to effectively multi-task.



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- ◆ Ability to model and uphold appropriate professional boundaries and confidentiality in work with program participants/clients, co-workers, supervisor, and members of the community.
- ◆ Must complete DOVE's 35-hour DV training within 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.
- ◆ Ability to climb and descend stairs, bend, and lift items (including shoveling) up to 30 pounds.
- ◆ Bilingual (Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL and English) preferred.
- ◆ 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.

** Residential Support Staff are permitted to sleep during specific hours on the "overnight" shift when not needed by shelter program participants and specific security measures have been met. RSS must awaken to answer the 24-hour hotline and respond to needs of shelter program participants.

** *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.*

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.

** Wage is: \$18.25/hr. day and evening shifts (8:00am-4:00pm, 4:00pm-11:00 or 12:00midnight).
\$19.50/hr. overnight (11:00midnight to 7:00am W/D or 12:00am-8:00am shift W/E).
Select Holiday shifts are paid at 1.5x base salary.

Paid sick-time earned in accordance with MA Earned Sick Time Law up to 24 hours/week of regularly scheduled hours.

Additional Paid Time Off (Vacation, Holiday, Personal) eligibility/accrual begins at 24 hrs/wk of regularly scheduled hours.

Opportunity for individual to establish and contribute to retirement account; employer match up to 4% beginning January 1, 2023.

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 August 22. Interviews will be offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work in September/October.

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- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.
- ◆ DOVE will provide 2-3 hours per interview of compensation at \$18.25/hr. to candidates provided interviews, in order to compensate for prep and interview time, childcare, transportation, etc. Compensation will be 2 hours per virtual interview and 3 hours per in-person interview.
- ◆ DOVE anticipates that the hiring process will consist of 2 to 3 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 August, 2022

