



***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 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
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-service 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, risk assessment and safety 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 the needs of the 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 the 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 Residential Support Staff Coordinator.

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 the program. Prepare program participants' apartments 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 the hotline callers.
- ◆ Work in conjunction with other staff to coordinate provision of services and resources to meet program participant's needs.
- ◆ Maintain accurate and complete forms and documentation as required by DOVE and funders.
- ◆ Ensure the safety and security of program participants by reporting all problems or concerns appropriately in a timely manner.
- ◆ 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 the 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 skill 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 the 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 multi-task.
- ◆ Ability to model and uphold appropriate professional boundaries and confidentiality in work with the program participants/clients, co-workers, supervisor, and members of the community.
- ◆ Ability to climb and descend stairs, bend, lift items 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" shifts 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 the needs of the shelter program participants.

*DOVE aspires to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities including OTPOC, 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 and impactful work.

**Wage \$18.50/hr – day and evening shifts- (8:00am- 4:00pm; 4:00pm-11:00pm or 12 midnight).
 \$20.00/hr – overnight - 11:00pm – 7:00am (weekday) or 12am -8:00am (weekend).
 Select Holiday shifts are paid at 1.5 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 hours/week of regularly scheduled hours.

Opportunity for individuals to establish and contribute to a retirement account; employer match up to 4% as of January 1, 2023.

Application Instructions

To apply, send a resume with cover letter to:

Christine Jean, *Residential Support Staff Coordinator*, DOVE, Inc. christine.jean@dovema.org

Applications will be considered until the position is successfully filled.

- ◆ Applications or resumes without a cover letter will not be considered.
- ◆ DOVE will provide 2-3 hours per interview of compensation at \$18.25/hr to candidates provided interviews, 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 two to three interviews with different members of the Residential Services team and also with the Executive Director.

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