

SHELTER RELIEF STAFF
Undisclosed location, Berkshire County

Elizabeth Freeman Center (EFC) seeks energetic, passionate people to serve as overnight shelter staff and relief shelter staff to fill in for staff absences, often on short notice. The overnight and relief staff work as part of the shelter team to provide comprehensive services to families living in emergency shelter due to domestic violence.

Applying:

To apply, please send cover letter and resume to jobs@elizabethfreemancenter.org. Deadline is rolling until position has been filled.

Responsibilities include:

- Help to create a safe, welcoming, well-maintained environment for all guests in shelter
- Provide support services, including:
 - being a visible presence and support to guests in residence at all times
 - assist with house walk-throughs and security checks
 - providing crisis intervention and de-escalation for guests in distress
 - completing proper timely documentation and file reviews
 - respond effectively to emergency situations
- Answer 24-hour hotline during shift
- Care for the physical wellbeing of the house, including cleaning and disinfecting areas
- Participate in regular trainings as possible and engage in continuing professional development
- Maintain appropriate and professional boundaries with shelter guests and adhere to confidentiality guidelines and protocols
- Complete all other duties to promote the agency's mission

Qualifications:

- Commitment to a positive, nonjudgmental and “reduced rules” shelter philosophy (see [How the Earth Didn't Fly into the Sun](#) for more information)
- Ability to remain awake, alert, and busy during overnight shifts
- Ability to climb and descend stairs and lift/carry up to 35 pounds
- Ability to clean and sanitize all areas of shelter regularly, including operating cleaning equipment and utilizing chemical cleaning supplies
- Flexibility in working hours and the willingness to work holidays
- Personal and/or work experience in domestic violence, sexual violence, or trauma
- Commitment to social justice and anti-oppression work, and respect for cultural diversity
- High School Diploma and Associate or Bachelor's Degree, and/or relevant work or life experience
- Strong listening and empathetic skills, good written and spoken communication, and proficient computer skills
- Ability to work well both independently and as part of a team
- Ability to multitask, keep excellent records, and fulfill all reporting requirements



- Ability to take 50-hour training (training time is paid)
- Must successfully pass Criminal Record Check-CORI and have valid Massachusetts driver's license, safe driving record, and reliable transportation
- Bilingual skills (English and Spanish/other) preferred (and compensated at higher rate)

Work Hours:

Various relief shifts, as available – primarily weekends, overnight and holidays

Compensation and benefits:

\$21/hour plus a \$1/hour differential for overnight shifts and \$1/hour differential for bilingual English/Spanish skills; other hourly increments for education and/or special skills. Year-end bonus depending on funding.

Supervised by:

Shelter Director

Elizabeth Freeman Center is an Affirmative Action/Equal Opportunity Employer. Survivors of domestic or sexual violence, people of color, and members of the LGBTQ community especially encouraged to apply.