

SHELTER SECURITY CRISIS WORKER

GENERAL DEFINITION

Oversee safety and security of the shelter and acts as the emergency contact for the Family Resource Center shelter residents and other persons or agencies during work hours.

ORGANIZATIONAL RELATIONSHIP

The Shelter Security Crisis Worker is responsible to the Director of the Department of Family Resources or his/her designee.

TYPICAL TASKS

- Monitors the shelter for client safety by checking external doors and windows; watching the monitors and answering the shelter door through use of the intercom to maintain a safe environment for clients;
- Answers hotline;
- Assists on-call worker with crisis eligibility assessments of potential intakes;
- Maintains a daily log;
- Cleanliness upkeep of the office area;
- Assist in the preparation of public awareness and training materials;
- Maintain client sign in/sign out log during work hours;
- Maintain and update client resource books of job listings, available housing and area child care;
- Enter Vadata information onto the proper forms and submit in a timely fashion;
- Crisis intervention for presenting or potential clients;
- Assist in-shelter clients with needed supplies;
- Preparation of welcome bags;
- Itemization of donations accepted in need of tax receipts;
- Information and Referral assistance to callers;
- Other duties as may be assigned.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

Basic knowledge of the dynamics of family violence; basic skills for interacting with individuals in crisis situations and with the general public; knowledge of community resources; basic computer skills; ability to: assist in crisis eligibility assessment of potential intakes, maintain a daily log; ability to handle confidential information; self motivated and able to work with minimum supervision; ability to interpret and apply agency policies and procedures; ability to utilize office software and email.

TRAINING, EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to graduation from high school. Possess a basic knowledge of the dynamics of family violence. Knowledge of local community resources desirable.

SPECIAL REQUIREMENTS AND RELATED OBLIGATIONS

Must be available to work rotating shift with varying hours, including but not limited to evenings, nights and weekends. The successful applicant will possess and maintain a valid Virginia Motor Vehicle Operator’s License. Note: Applicant must have and maintain a driving record acceptable to Franklin County and its insurance carrier(s). The understanding that this position is grant funded and future employment is subject to grant monies awarded.

PHYSICAL DEMANDS

Includes sitting for extended periods of time.

WORK ENVIRONMENT

The main work environment will be in an office setting.

This description provides information regarding the essential functions of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments such an individual may be given. (Created: 6/29/09)

FLSA Status:

Exempt
 Non-Exempt

Pay Grade 5