



Emergency Shelter Guest Advocate Overnight Shifts (12midnight-8am), part-time

DOVE (Domestic Violence Ended), Inc. was founded in 1978 by the Quincy Mayor's Commission on Women and a group of committed community volunteers. Since 1978, DOVE has grown from one crisis hotline to a comprehensive multi-services organization. DOVE provides a range of services for adults who have been abused – physically and sexually as well as emotionally and financially. These services include: crisis intervention; safety assessment and planning; supportive counseling, advocacy, and case management; emergency shelter; legal advocacy; educational and support groups; and community outreach and education. DOVE is the only domestic violence shelter and community-based service provider based in Norfolk County; we also serve the greater South Shore.

Mission Statement

DOVE is committed to partnering with diverse communities, families, and individuals impacted by domestic violence. We promote hope, healing, safety, and social change by providing a broad range of preventive and responsive services.

Job Purpose

Emergency Shelter Guest Advocates provide crisis intervention and management, intakes, safety planning, emotional support, advocacy and support for basic needs to shelter guests and hotline callers. Emergency Shelter Guest Advocates report to the Emergency Shelter Manager.

Responsibilities include:

- Answer 24-hour hotline. Respond to crisis calls with appropriate intervention. Provide referrals and complete intake process with callers seeking emergency shelter.
- Work in conjunction with other staff to coordinate provision services and resources to meet guests' needs.
- Greet new guests and orient them to shelter and program. Prepare guest rooms and offer resources and support.
- Ensure the shelter is welcoming, responsive and supportive of the experiences and needs of all guests.
- Provide appropriate referrals to community services and provide information on the use of these services.
- Provide crisis prevention/intervention and supportive listening to guests and callers.
- Ensure the safety and security of guests by appropriately monitoring the activities in the shelter, performing safety checks and reporting all problems or concerns appropriately in a timely manner.
- Maintain accurate and complete forms and documentation as required by organization and funders.
- Coordinate and involve guests in the daily maintenance and cleanliness of the shelter.
- Distribute supplies and resources. Assist in the upkeep of food pantry, linen supply area, and clothing donations room. Sort and store donations.
- Attend and participate in regularly scheduled individual supervision, monthly staff meetings and ongoing professional development staff meetings and trainings.
- Other duties as assigned.

Crisis Hotline: 617.471.1234 or 1.888.314.3683

Outreach & Family Service 617.770.4065 www.dovema.org P.O. Box 690267 Quincy, MA 02269

Requirements:

- Bachelor's degree in social work or related field required or 3-5 years' experience working in a residential setting.
- Bilingual (Portuguese, Spanish, Haitian Creole, Mandarin, or Cantonese and English) preferred.
- The ability and desire to work with diverse populations including non-English speaking families, the LGBT community, and individuals with histories of substance abuse and/or mental health challenges.
- Demonstrated crisis intervention, problem solving and conflict resolution skills.
- Knowledge of child protection services and the criminal justice system.
- Knowledge of trauma issues as they relate to victims/ survivors of violence and their families.
- Experience working with individuals and families impacted by abuse.
- Excellent written and oral communication skills.
- Ability to effectively multi-task.
- Must be committed to DOVE's mission, philosophy and guiding principles.
- CORI check upon offer of hire.

** This is a part-time position offering one to three 8-hour overnight (12midnight-8am) shifts per week. Guest Advocates are permitted to sleep during specific hours on the 12am-8am shift when specific security measures have been met.

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

Jessica Cohen
Shelter Manager
DOVE Inc.
applytodove@gmail.com

Applications will be considered until the position is successfully filled.

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

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