



POSITION ANNOUNCEMENT
Shelter Day Facilitator – Clara House
April 24, 2018

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking Shelter Day Facilitator to provide a safe, healthy, organized and supportive atmosphere for healing in a domestic violence/victims shelter. The shelter is a 24/7, 365 day a year residential facility.

Responsibilities:

1. Delivers support services to clients by receiving new intakes, working with residents to supply immediate needs, carry out program directives regarding case plans and handle emergencies as they arise.
2. Provides for a safe and orderly environment by encouraging shelter rules and guidelines, considering client's needs and concerns, and providing personal advocacy and support as needed.
3. Ensures compliant data entry and documentation processes of other shift managers and relief staff through regular data audits. Compiles required data for monthly reporting.
4. Assures quality service by documenting client activity, maintaining accurate statistical data, filling out forms and records in a timely manner and following all ethical and legal requirements.
5. Maintains harmonious working environment by participation in team and staff meetings, consulting with staff regarding topic areas, respecting cultural and lifestyle differences, and by providing support and encouragement to other staff members.
6. Assists agency in overall service delivery by performing other administrative duties as delegated or required.
7. Perform routine chores and cleaning tasks assigned by shift to ensure the safety and cleanliness of the shelter facility.
8. Clean/sanitize rooms after clients exit. Pack client belongings as needed.
9. Interact with shelter residents utilizing a trauma informed care approach.
10. To take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.
11. Adhere to agency policies and work rules including confidentiality, child abuse reporting, and code of ethics. Maintain professional boundaries.
12. Attend mandatory shelter meetings and trainings as required by Shelter Services Coordinator.
13. Other duties as assigned.

Qualifications:

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. Preferred Associate's degree in related field.

Physical Requirements of the Position: The physical demands described here are representative of those that must be met by an individual to successfully perform the responsibilities of this job. In performing this position, the employee:

1. Constantly sits while doing indoor work including operating a computer
2. Frequently uses speech, hearing, and sight abilities in exchanging information with clients, agency staff, employers, representatives of community organizations and other individuals in the community
3. Frequently uses hands and wrists, fingering, handling, grasping and reaching in using telephones, computers, fax machines and other office equipment and supplies
4. Frequently ascends and/or descends stairs.
5. Lifts and/or carries up to 20 pounds in performing duties in the shelter.
6. Lifts and/or carries up to 20 pounds while ascending and/or descending stairs.
7. Frequently reaches outward, stands, squats, kneels, bends, walks and reaches above shoulders in performing duties.
8. Ability to travel and attend work in inclement weather (snow and/or ice).
9. Walks in snow and/or ice outside the shelter building to enter the shelter and attend work.

Send resume and letter by May 8, 2018 to:

Human Resources
Family Service of the Piedmont
902 Bonner Drive
Jamestown, NC 27282

FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER