



## **Emergency Shelter Guest Advocate (evening, weekend, and overnight shifts)**

**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, and also serves 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 (GA) provide crisis intervention and management, intakes, safety planning, emotional support, advocacy and support for basic needs to shelter program participants and hotline callers. Emergency Shelter Guest Advocates report to the Senior Manager, Residential Services.

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 needs of shelter program participants.

DOVE is seeking to hire for between 1-3 shifts weekly (overnight Monday 11:00pm-Tues. 7:00am, \$15/hr., and Sat. 8:00am-4:00pm, \$14/hr.). 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 number of shifts regularly scheduled (eligibility for paid time off at 24 hrs/wk regularly scheduled; eligibility for Health/Dental/Life/Short-term disability at 32 hrs/wk regularly scheduled).

### **Responsibilities include:**

- ◆ 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 shelter and program. Prepare program participants' bedrooms 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 for hotline callers.
- ◆ Work in conjunction with other staff to coordinate provision services and resources to meet program participants' needs.
- ◆ Maintain accurate and complete forms and documentation as required by DOVE and funders.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 [www.dovema.org](http://www.dovema.org)

- ◆ Ensure the safety and security of program participants by appropriately monitoring the activities in the shelter, performing safety checks and reporting all problems or concerns appropriately in a timely manner.
- ◆ Coordinate and involve program participants in the daily maintenance and cleanliness of 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.

### **Requirements:**

- ◆ Bachelor's degree (social work, sociology, women's studies, psychology, 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, LGBTQ/T community members, and individuals with histories of substance abuse and/or mental health challenges.
- ◆ Knowledge of trauma issues for adults and children as they relate to victims/survivors of violence.
- ◆ Experience working with individuals and families impacted by abuse.
- ◆ Demonstrated skills in crisis intervention, problem-solving, conflict resolution, and de-escalation.
- ◆ Knowledge of child protection services and the criminal justice system helpful.
- ◆ Excellent written and oral communication skills.
- ◆ Patience, flexibility, and a sense of humor.
- ◆ Ability to effectively multi-task.
- ◆ 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.
- ◆ Must complete DOVE's 35-hour DV training within 1 year of hire, participating when the training is next offered by DOVE, or provide documentation of equivalent training completed.
- ◆ The ability to climb and descend stairs and lift/carry up to 25 pounds.
- ◆ This position is classified as an Essential Employee of DOVE and may be required to travel during State of Emergency declared by the Governor.
- ◆ CORI check upon offer of hire.

\*\* Guest Advocates are permitted to sleep during specific hours on the "overnight" shift when not needed by shelter program participants and specific security measures have been met. GAs must awaken to answer the 24-hour hotline and respond to needs of shelter program participants.

*Compensation and Benefits:* DOVE is committed to working for social and economic justice, engaged and dedicated colleagues, training and education in best practices, professional development opportunities, openness to innovation, and the opportunity and resources to do meaningful, impactful work. Benefits include paid sick-time earned in accordance with MA Earned Sick Time Law up to 24 hrs/wk of regularly scheduled hours.

\*\* Wage is \$14.00/hr. day and evening shifts (8:00am-4:00pm, 4:00pm-11:00 or 12:00midnight), \$15/hr. overnight (11:00midnight to 7:00am or 12:00am-8:00am shift). 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 eligibility begins at 24 hours/week of regularly scheduled hours. Select Holiday shifts are paid at 1.5x base salary.

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*Note: Applications or resumes without a cover letter expressing interest in employment at DOVE will not be accepted. Applications will be considered until the position is successfully filled; intention is to fill shift November, 2017.*

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

Jessica Cohen  
Senior Manager, Residential Services  
[applytodove@gmail.com](mailto:applytodove@gmail.com)

*Updated 10/2017*

