

**The Grace Center
Job Description**

Job Title: Residential Specialist I
Department: The Grace Center
Reports To: Program Director

PART TIME POSITION:

Shifts: ~~Weekends: 8am-8pm~~
Weekends: 8pm-8am

OVERVIEW: The **Residential Specialist I (RS-I)** provides essential client care from the initial hotline call to the end of stay for survivors of domestic violence. Responds to incoming hotline calls/texts and provides crisis intervention, transportation, referrals, information, and problem solving to all callers. This position also assists with upkeep and maintenance of the shelter and with meeting the needs of clients.

Serves as a connection between survivors of family violence and sources of community support by providing in-depth and ongoing advocacy and social-services referrals. Provides and oversees intervention, case management, legal advocacy, client transportation, food and nutrition, life skills, and all other residential and non-residential services. Works with resources throughout Gillespie County to promote client advancement and victim services. Ensures compliance with local, state, and federal standards.

Represents the agency in a positive and professional manner by performing the following duties:

DUTIES & RESPONSIBILITIES:

- Ensure client confidentiality
- Provide essential emotional support as survivors process complex emotions and help closely as clients navigate next steps
- Be a calm example and maintain the ability to objectively guide survivors through emotional and stressful events
- Assist with obtaining client material needs, and identifying a support network
- Encourage clients' focus, build on their life skills and create routines by ensuring all house assignments have been completed
- Maintain a clean, restful place of recovery light housekeeping and hospitality duties required
- To arrange and/or provide emergency transportation for eligible callers to access services
- Perform telephone hotline crisis intervention and takes appropriate action, including new client intake and exit procedures for residents and non-residents
- Provide Case Management Support through problem solving, safety planning, goal planning, education, advocacy and referrals to callers and current clients as appropriate
- Assist with administrative duties to include data tracking; maintain accurate and timely documentation of client services
- Work directly with other hotline staff, and shelter support staff for the purpose of coordinating needs and services of shelter clients
- Perform room checks/locker checks as needed
- Assure that all common areas and kennel are clean, sweep and mop common areas
- Assist with meal prep, and meal service as needed
- Prepare, clean, and make ready rooms for new families coming into the shelter
- Restock snacks and food pantry with items from upstairs dry storage

- Maintain cleanliness and inventory of upstairs dry and frozen storage
- Walk fence perimeter to ensure no safety breaches have occurred
- Work collaboratively with direct client advocate volunteers
- Attend staff meetings
- Assists with any other projects/tasks as assigned

Skills/Requirements:

- High School Diploma/GED; some college preferred-in related field-Social Work, Sociology, Human Services etc.
- 2 years experience in a social service setting, preferably handling crisis calls and/or crisis intervention; knowledge of domestic violence a plus
- Ability to handle on-site crisis situations, and adapt to the changing needs of the survivors we serve
- Ability to manage time and complete multiple activities within an appropriate frame
- Experience in social services atmosphere; customer service or client facing environment
- Strong ability to multi-task and make critical decisions without a supervisor present
- Must be able to demonstrate empathy and sensitivity to all clients
- Ability to manage high stress situations
- Ability to communicate effectively, both orally and in writing
- Experience with Microsoft Office (Word, Excel, PowerPoint) and Outlook, cloud-based storage systems, and file management software is preferred
- Bilingual (English/Spanish) is preferred

Physical Requirements:

To perform the job, a person must have the ability to do the following physical actions:

- Frequently sit (25% to 80% of the time)
- Frequently stand (10% to 60% of the time)
- Frequently walk (10% to 40% of the time) from 5-30 feet within the office.
- Frequently lift and carry an average of 5 to 20 pounds and occasionally as much as 40 to 70 pounds or more. Items to be lifted or carried might include boxes or files, copy paper supplies, materials, donations, etc. Most items will be carried by hand. Most items must be lifted to knee or waist level, some items lifted to chest level and only a few items overhead.
- Frequently push and pull objects to open and close file drawers, occasionally move items around the office such as a box of copy paper or computer paper, occasionally a small piece of furniture, the office chair, the vacuum cleaner, etc.
- Occasionally bend and kneel to file, retrieve items, etc.
- Occasionally twisting or rotating upper trunk to right or left while sitting or standing.
- Occasionally place arms above, at, and below shoulder height to reach.
- Frequently climb stairs or inclined surfaces.

Environmental Conditions

- Frequently requires going outside during hot or cold temperatures or wet conditions to work with clients or prepare for special events.

- Frequently requires going outside during evening and night hours.
- May work alone at times.
- May have cramped work quarters depending on availability of office space.

Appearance

- Neat.
- Professional.
- Must reflect as a proper representation of The Grace Center.

Adherence to the Philosophy of The Grace Center

- Employees must demonstrate knowledge of and performance in accordance with the philosophy of compassion, caring and respect for the welfare and dignity of others.
- Must display a non-judgmental acceptance of all clients/volunteers/staff/coworkers.
- Establish and maintain good rapport in working relationships.
- Display appropriate and consistent positive attitude.
- Remain composed during stressful situations.

Mission

The mission of the Grace Center is to provide services that break the cycle of domestic violence, giving individuals hope and healing.

Vision

The vision of the Grace Center is to provide support and services for individuals impacted by domestic violence.

Guiding Values

Treating others with generosity and kindness.

Treating others with respect, high esteem, and dignity.

Demonstrate ownership and accountability while delivering extraordinary care.

Treat all who cross our paths with compassion and an extraordinary caring heart.

Commit to excellence by constant evaluation and improvement to the service we provide.

Employee Acknowledgement

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees are expected to perform tasks as assigned by supervisory personnel, regardless of job title or routine job duties. I have received and read (or had read to me) this Job Description and understand the job duties and responsibilities. I understand that regular attendance is an essential function of the job. I further understand that additional tasks and duties may be assigned at the discretion of my supervisor without altering this description. I know that if I have any questions or concerns about this job description, or other expectations of

my job, I can discuss them with my supervisor. Finally, I acknowledge that I can perform the essential functions as outlined with or without reasonable accommodation.

Date

Employee's Signature

Employee's Name – Please print

Date

Supervisor's Signature

Supervisor's Name – Please Print