



Emergency Receiving Center: Shelter Support Staff

REST JOB DESCRIPTION

ROLE SUMMARY

The REST Emergency Receiving Center (ERC) is a program at REST and is a critical need for women in the community who are trying to exit the sex trade and reach their personal goals. The plan for the Emergency Receiving Center is to provide drop-in services and 24/7 access to crisis intervention support, with an option for short-term emergency shelter for up to seven women (30-60 days). Women who are accepted to stay at the ERC receive stabilizing support like crisis intervention, case management, referrals for chemical dependency and mental health services, survivor support groups, education and life skills assistance.

The ERC Shelter Support Staff are often the first point of contact clients make when accessing shelter services with REST, and play a critical role in ensuring services are running smoothly. Central to this position is the ability to develop trusting relationships while maintaining policies and procedures to ensure safe and effective programming. The Shelter Support Staff work with a team to assist guests in accessing services, meeting their needs and living harmoniously in short-term community.

ROLES

- Familiar with resources and community services that meet the needs of shelter guests
- Consistent presence in the shelter, building relationships with the guests, providing acceptance
- Collaborative team player working to ensure comprehensive care for guests

RESPONSIBILITIES

- Responsible for creating a safe, trauma-informed, and effective shelter environment
- Provide warmth, inspiration, and caring accountability to assist guests in reaching their self-identified goals
- Responsible for daily operations of the program, including administrative tasks and facilities upkeep, maintaining cleanliness and health standards
- Participate in the on-going development of the shelter program
- Continued knowledge of other community and area service provider resources
- Utilize prevention and de-escalation tactics to avoid violence or escalated behavior problems, following discipline and escalation protocol
- Assist in connecting clients to REST case management and/or advocacy services to fit their needs and culture
- Answer, respond to, and log calls coming in through the REST Hotline
- Participate in all necessary ERC and REST staff meetings and trainings
- Maintain case notes and files in an orderly, up-to-date manner
- Responsible for providing culturally responsive care for all guests, interns and volunteers
- Responsible for facility oversight and security during shifts
- Be mindful to help build a culture of cooperation and positive support
- Launder linens and towels
- Sort, report, and distribute gift in kind donations
- Other duties as assigned

QUALIFICATIONS

- Knowledgeable on the topic of sex trafficking and the sex trade
- Ability to respond to crisis and/or escalated behavior with calm and confidence
- Able to thrive in a highly intense, and often times unpredictable, work environment
- Ability to organize, discern, and problem-solve creatively
- Flexible – able to respond to directives in a timely manner
- Able to effectively work in a diverse workplace, and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and disability
- Must be able to engage in active listening and communication to relay accurate information
- Employees of REST must agree with the REST statement of faith
- Active and vital relationship with Jesus and part of a supportive community outside of REST
- Technology skills: iPhone, Microsoft Office, Google Drive, Dropbox, email, basic computer skills
- Able to move freely throughout the ERC, including ascending and descending stairs
- Ability to lift up to 30 pounds, on occasion
- Knowledge and ability to speak another language welcomed

The REST Emergency Receiving Center is a women-only environment. Therefore, only female applicants will be considered for these positions. Women of color and survivors of sexual exploitation are encouraged to apply.

Location: REST Emergency Receiving Center Shelter

Hours: The shelter is open 24/7, position have variable hours, depending on program needs

Salary: \$16-\$18 per hour, depending on shift and experience