

RESILIENCE

ADVOCATES FOR ENDING VIOLENCE™

Open Position: 2nd Shift Shelter Assistant

Posting Date: August 11, 2025

Wage Range: \$13.00 - \$18.00 Hourly

Hours: Regular, Part Time Non-Exempt

Shift Hours:

- Friday: 2:45 pm – 11:00 pm
- Saturday: 4:45 pm – 11:00 pm
- Sunday: 4:45 pm - 11:00 pm

Location: Holland, MI

Preparation: High School diploma or G.E.D. Successful work or volunteer experience in a human service setting preferred. Strong interpersonal and communications skills. Must demonstrate a commitment to diversity, equity, and inclusion. Supports and understands empowerment philosophy. Computer proficiency required, including Windows and Microsoft applications. Must pass criminal background and driver's license record checks.

Job Summary: Primarily based at Resilience's emergency shelter, Ginny's Place, the role requires working in a fast-paced, dynamic, and pet-friendly environment. While on duty, the employee is responsible for the daily operation of the shelter and the safety of residents. May provide back up to the 24-hour helpline.

Job Duties:

1. Maintains a safe and stable environment for individuals who are seeking safety due to domestic violence:
 - Understands and follows current policies and procedures for all shelter operations.
 - Welcomes new residents, completing intake and orientation.
 - Clearly outlines house rules and expectations.
 - Monitors and enforces house expectations as needed and according to protocol.

- Responds to resident needs and crises appropriately and according to protocol.
 - Provides support and empathy to residents.
 - Provides support and assistance to residents with children.
 - Acts as a positive role model for residents, demonstrating healthy boundaries, crisis response skills, resourcefulness, and positive parent-child interactions.
 - Provides support to Shelter Program Coordinator and Shelter Advocates as assigned.
- 2. Maintains safety, security, and cleanliness of the shelter facility and premises:
 - Understands and follows current policies and procedures for all shelter operations.
 - Responds to facility issues and needs appropriately and according to protocol.
 - Utilizes log notes, Outlook, Basecamp and established protocol to communicate effectively with coworkers and the Shelter Program Coordinator.
 - Monitors the physical condition of the facility. Ensures that maintenance and facility concerns are addressed appropriately and according to protocol.
 - Completes shift duties and walk-throughs thoroughly and during each shift.
 - Completes household cleaning tasks as appropriate, to supplement weekly professional cleaning service. Cleans and prepares bedrooms after resident exits.
- 3. Provides back up to crisis volunteers and staff:
 - May participate in answering crisis line.
 - Completes necessary follow-up.
 - Inputs crisis call data into the database according to protocol.
- 4. General Staff Requirements:
 - Approaches all persons from an empowerment philosophy.
 - Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.
 - Participates in maintaining policies, procedures, and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
 - Protects client confidentiality.
 - Follows protocol regarding mandatory reporting.

- Functions as part of a team, supports others on the team and works collectively to accomplish program and agency goals.
- Communicates effectively and professionally, both verbally and in writing, with other staff and with other organizations.
- Effectively utilizes computer-based technologies for communication and specified job functions.
- Participates in required staff meetings, in-house trainings, and staff retreats.
- Participates in monthly training and staff development.
- Supports System's Change activities.

Physical Requirements:

- Requires standing, sitting, climbing stairs, bending, stooping, lifting, keyboarding, and general movement around the facility.
- Ability to transport clients to offsite locations and attend offsite meetings and events.

The above statements are intended to describe the general nature and level of work performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of employees assigned to this job. The incumbent will be required to perform other duties, as requested, directed, or assigned.

Applications will be accepted until the position has been filled. Applications without cover letters will not be reviewed. Please indicate which position you are applying for in your cover letter.

To apply, send resume and cover letter to:

Shelter Coordinator, Elizabeth Burnett

ElizabethB@ResilienceMI.org