



Open Position: Helpline Advocate/Shelter Assistant

Posting Date: August 11, 2025

Wage Range: \$13.00 - \$18.00 Hourly

Hours: Full Time, Non-Exempt

Shift Hours: Monday - Friday: 5:00 pm – 11:00 pm

Location: Holland, MI

Preparation: High School diploma or G.E.D. Successful work or volunteer experiences in a human service setting preferred. Bilingual English/Spanish highly desired. Strong interpersonal and communication skills. Knowledge of community resources and experience in non-profit or human service settings desirable. Must demonstrate a commitment to diversity, equity, and inclusion. Understands and supports the philosophy of empowerment. 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. Provides trauma-informed crisis intervention, education, and support services to survivors of sexual and domestic violence via the phone. Services include, but are not limited to, crisis intervention, advocacy, education, support, information, and referral. Assists in the daily operation of the shelter and the safety of residents.

Job Duties:

1. Provides trauma-informed individual support advocacy and empowerment to survivors of domestic violence and/or sexual assault, including education of interpersonal violence via our 24 hour helpline.
2. Provides survivors with emotional support related to domestic violence and/or sexual assault.
3. Completes and files all required electronic and paper client documentation in a timely manner.

4. Works with individual participants to establish rapport, build trust, and engage in services.
5. Coordinates efforts with other staff, interns, and volunteers to meet clients' needs.
6. Provides or arranges for client transportation as appropriate.
7. 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.
8. 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.

9. General Staff Requirements:

- Provides crisis intervention, assessment, and service planning in a trauma-informed manner that is sensitive to client needs.
- Assists clients with identifying and exploring resources and to reach client-identified goals.
- 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.
- Stays up to date on all policy and procedural changes.
- 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.
- Participates in required staff meetings, in-house trainings, and staff retreats.
- Obtains information and written materials from all missed meetings and trainings.
- Reads and responds to written communications (email, mail) in a timely fashion.
- Assures that client records are maintained in an accurate and timely manner that meets peer review and reporting standards.

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.

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