RESILIENCE
ADVOCATES FOR ENDING VIOLENCE

JOB DESCRIPTION
Reviewed/Revised: November 2026

Job Title: Lead Shelter Assistant

Non-Exempt: Wage $15.00-$19.00 hourly

Location: Holland, MI

Preparation: Bachelor's degree or successful work or volunteer experience in a human services setting. Strong interpersonal and communication skills. Must demonstrate a commitment to diversity, equity and inclusion. Understands and supports the philosophy of empowerment. Ability to solve problems independently and work as a team. Dedication to the agency's mission and overall success of the program and the agency. Experience using Microsoft Office. Bilingual English/Spanish highly desired.

Supervisor: Shelter Program Coordinator

Job Summary:

Maintains a safe and stable environment at Ginny' Place, the agency's emergency shelter for adults and children fleeing domestic violence. Provides assistance and support to shelter residents and their children. Responsible for staff scheduling. Addresses the needs of the shelter facility and works with appropriate staff to maintain compliance with relevant health and safety regulations.

Agency Mission Statement

Resilience's mission is to respond to, reduce, and prevent domestic and sexual violence.

Job Duties:

- Ensures 24-hour staff coverage of the emergency shelter based on scheduled shifts. Communicates staffing arrangements and issues to Shelter Program Coordinator.
- Provides a welcoming environment for new residents; completes intake and orientation. Clearly outlines resident roles and responsibilities.
- Responds to crises appropriately and according to protocol.
- Assists residents with problem solving to meet daily needs. Consistently demonstrates compassion toward all residents and their children.
- Acts as a positive role model for residents, volunteers, and other staff: demonstrates healthy boundaries, crisis response skills, resourcefulness, and positive parent-child interactions.

- Works closely with the Director of Operations to ensure that maintenance and facility concerns are addressed promptly and according to protocol. Includes inventory maintenance and purchasing, service orders, and scheduling repairs and inspections.
- Works closely with supervisor to manage electronic files and ensure forms and written procedures are up to date.
- Completes shift duties and facility walk-throughs during each shift.
- Completes household cleaning tasks as appropriate to supplement weekly professional cleaning service.
- Cleans and prepares rooms after residents exit the shelter.
- Works with Shelter Program Coordinator to arrange ongoing staff trainings.
- Assists with planning and facilitation of staff meetings.
- Ensures minutes are recorded and filed after meetings and retreats.
- Oversees delegation list, ensuring changes are recorded and task assignments reflect current needs in the house.
- Provides back up coverage on helpline if needed and enters call data into the client database according to protocol.
- With the Program Support Specialist, works to match agency volunteers to shelter tasks and projects.

General Staff Expectations

- 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 by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, 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. Employees are required to perform other duties as requested, directed, or assigned.

To apply, please send resume and cover letter to:

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