

OVERNIGHT SHELTER STAFF
Undisclosed location, Berkshire County

Elizabeth Freeman Center (EFC) seeks an energetic person to serve as overnight shelter staff in our shelter. This staff member works as part of the shelter team to provide comprehensive services to families living in emergency shelter due to domestic violence.

Applying:

To apply, please send cover letter and resume to jobs@elizabethfreemancenter.org. Deadline is rolling until position has been filled.

Responsibilities include:

- Help to create a safe, welcoming, well-maintained environment for all guests in shelter
- Provide support services, including:
 - being a visible presence for guests in residence at all times
 - consistently engaging with, and being available to support, guests in the kitchen and other common areas of the house
 - completing house walk-throughs and security checks
 - providing crisis counseling, intervention and de-escalation for guests in distress
 - completing proper timely documentation and file reviews
 - entering SafeLink documentation
- Respond effectively and compassionately to emergency situations
- Answer 24-hour hotline during shift, including responding to crisis calls, assessing for safety, offering support, coordinating with the physical response program and providing referrals
- Care for the physical wellbeing of the house, including:
 - cleaning and disinfecting all areas of the house regularly, and tidying guest common spaces
 - caring for staff office and vestibule (sweep, mop, empty trash)
 - assisting with the monitoring and distribution of house supplies
 - assisting with the preparation of rooms for new shelter guests
 - preparing shelter for the day
- Participate in regular trainings as possible and engage in continuing professional development
- Maintain appropriate and professional boundaries with shelter guests, use good judgment, and adhere to strict guidelines and protocols to ensure guest confidentiality and safety
- Complete all other duties to ensure that shelter guests are provided with professional, empathetic, affirming services within the context of the agency's mission and consistent with grant requirements

Qualifications:

- Commitment to a positive, nonjudgmental and “reduced rules” shelter philosophy (see [How the Earth Didn't Fly into the Sun](#) for more information)
- Ability to remain awake, alert, and busy during overnight shifts



- Ability to climb and descend stairs and lift/carry up to 35 pounds
- Ability to clean and sanitize all areas of shelter regularly, including operating cleaning equipment and utilizing chemical cleaning supplies
- Flexibility in working hours and the willingness to work holidays as they coincide with regular shifts
- Personal and/or work experience in domestic violence, sexual violence, or trauma
- Commitment to social justice and anti-oppression work, and respect for cultural diversity
- High School Diploma, and/or Associate or Bachelor's Degree in Social Services/related field, and/or relevant work or life experience
- Strong listening and empathetic skills, good written and spoken communication, and proficient computer skills
- Ability to work well both independently and as part of a team
- Ability to multitask, keep excellent records, and fulfill all reporting requirements
- Ability to take 50-hour training (training time is paid)
- Must successfully pass Criminal Record Check-CORI and have valid Massachusetts driver's license, safe driving record, and reliable transportation
- Bilingual skills (English and Spanish/other) preferred (and compensated at higher rate)

Work Hours:

Awake overnight shifts are 11:45 pm – 8:15 am.

Compensation and benefits:

\$17.50/hour for overnight shifts. Temporary hourly hazard stipend during COVID-19. Additional increments in wage if bilingual in Spanish and/or for experience.

Excellent health insurance benefits, short-term disability and life insurance benefits, and generous paid leave. Engaged and dedicated colleagues, training and education in best practices, career development opportunities, and the opportunity and resources to do meaningful, impactful work.

Supervised by:

Shelter Director

Elizabeth Freeman Center is an Affirmative Action/Equal Opportunity Employer. Survivors of domestic or sexual violence, people of color, and members of the LGBTQ community especially encouraged to apply.