



Employment Opportunity

Safe House Program Assistant

Status: Full Time, Nonexempt

Location: Fremont, CA

Hours: 40.0 per week

Salary: The salary for this position is \$18/hr (up to \$19.20 with fluency in a second language common in our client population)

Benefits: Comprehensive benefit package, 403(b) retirement plan, paid holidays, vacation and sick-time

The Organization: SAVE's mission is to strengthen every individual and family we serve with the knowledge and support needed to break the cycle of intimate partner violence and build healthier lives. In pursuit of this mission, SAVE provides a comprehensive range of direct services to people experiencing intimate partner violence from immediate crisis intervention to long-term supportive services. SAVE offers competitive benefits and a fun stimulating work environment. We are focused on continually improving our survivor-centered, trauma-informed work and meeting the needs of the diverse communities we serve.

The Position: The SAVE Safe House is offering a rewarding entry level position under the leadership of the Safe House Program Manager. The Safe House Program Assistant (SHPA) is responsible for staff coverage during varied shifts including morning, evening/late night, overnight, holiday and weekend hours while providing back-up support to other safe house staff (both administrative and programmatic) and direct services to safe house clients. The SHPA responds to the 24-hour crisis line and provides advocacy, information and referrals to those who have experienced intimate partner violence in the community. Additionally, the SHPA is responsible for maintaining and updating shelter program data, administrative files, ordering and maintaining pantry food and supplies, and ensuring the cleanliness and general maintenance of the safe house environment.

The Ideal Candidate: Are you looking for a great place to work with a team atmosphere where you can utilize your passion as an advocate to support those who are fleeing intimate partner violence and partner with them on their journey of healing? As a part of the SAVE shelter team you will work closely with individuals who share that same passion while growing your skills of how to support our community through a trauma informed, client-centered, and culturally responsive lens.

Candidates for this position will demonstrate an understanding of these approaches and specific issues faced by people impacted by intimate partner violence. Candidates who are bilingual and bicultural and who have lived experience with intimate partner violence are strongly encouraged to apply.

Description of duties:

- Work closely with the Safe House Program Manager, Lead-Safe House Program Assistant and the Safe House team to maintain the facilities and day to day operations of the Safe House.
- Provide advocacy, crisis intervention, peer counseling, information and referral services for shelter clients and crisis line callers.
- Perform and participate in the process of intakes and exits as needed.
- Orient new residents to the safe house in a welcoming manner.

- Conduct weekly room meetings.
- Provide case management support as needed.
- Coordinate with other Safe House team members to ensure continuity of services to address clients' needs.
- Communicate important incidents involving clients to the appropriate Safe House team members.
- Perform duties which help maintain the smooth operation of the safe house facility including cleaning and maintenance of the food and linen pantries, house laundry, observation and report of needed repairs, inventory, care of donations...etc.
- When single-shifted, assume responsibility for safety and security of the safe house.
- Assist the safe house team in maintaining client and programmatic data and files.
- Maintain accurate records and documentation of services to input into the agency data entry system in a timely manner.
- Work closely with the Safe House Program Manager to review safe house data, manage inventory, conduct purchases and organize safe house program budgets.
- Assist in the training of volunteers as needed.
- Attends all required meetings, including supervision, team meetings, staff meetings, trainings, consultations and retreats.

Qualifications:

Ability to perform the duties described above. A typical means of acquiring those abilities would be:

- A high school diploma or GED is required.
- At least six months' experience providing similar services in a residential or crisis services setting preferred.
- At least six months' experience working with intimate partner violence issues preferred.
- Bilingual skills or bicultural experience preferred.

Requirements:

- Thorough understanding and demonstrated record of commitment and sensitivity to intimate partner violence, including comprehensive knowledge of signs, cycles, types, and risk factors for abuse, victim resources, related policy developments, and intimate partner violence current news and events.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, clients, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.
- Strict adherence to organization's confidentiality and privacy policies, and the ability to recognize sensitive issues.
- Demonstrated understanding of the challenges faced by intimate partner violence survivors experiencing homelessness.
- Demonstrated understanding of the challenges faced by youth impacted, primarily or secondarily, by intimate partner violence.
- Demonstrated understanding of the challenges faced by marginalized, unserved/underserved communities.
- Demonstrated understanding of a client centered, trauma informed approach to working with people experiencing intimate partner violence.
- Ability to adapt to a variety of environments or work demands.
- Ability to maintain a high level of consciousness and sensitivity to client needs and intimate partner violence issues.
- Ability to support and respond with humility to diversity.
- Ability to work in a crisis-oriented environment and respond appropriately to a person in crisis.
- Demonstrated commitment to the mission and values of SAVE.
- Ability to work independently as well as part of a team.

- Willingness to work flexible hours including evening and weekends. Willingness to adjust schedule on a weekly basis if needed, as directed by the Shelter Program Manager.
- Computer literate with knowledge of MS Office (Word, Excel, Outlook, Publisher) and client tracking databases.
- Must possess a valid California driver's license, insurance, and access to an automobile. Proof of insurance and loss payee endorsement is required. Must meet agency's driving requirements.
- **Must have completed or be willing to complete the state-mandated 40-hour intimate partner violence counselor training.**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employees assigned to this job.

Applicants should be able to perform the essential functions of the job, with or without accommodation. Reasonable accommodation will be made so that qualified disabled applicants may participate in the application process. Please advise in writing of special needs at the time of application.

As an equal opportunity employer, SAVE supports equal opportunity for employment and advancement free of race, color, religious creed, ancestry, national origin, age, sex (includes sexual harassment) pregnancy (childbirth or related medical conditions), marital status, sexual orientation, medical condition (cancer and genetic characteristics), mental or physical disability (includes HIV and AIDS), political affiliation/opinion, Veteran's status, or request for family medical leave. SAVE is committed to ensuring that the work environment of SAVE employees is free from discrimination, harassment, and retaliation.

Employment is contingent upon successfully completing a background investigation.

To apply, submit a resume and cover letter to heatherm@save-dv.org

The position will remain open until filled.