

HEALING ABUSE WORKING FOR CHANGE
Shelter Overnight Advocate
Job Description
March 3, 2025

Healing Abuse Working for Change, Inc., creates social change by taking action against personal and societal patterns of violence and oppression. Since 1978, HAWC has provided free services and support to survivors of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. More information is available at www.hawcdv.org.

General Description:

HAWC is seeking to hire an Overnight Shelter Advocate for weekly scheduled hours every Saturday, Sunday and Monday night, from 8pm to 8am the following day. This full-time (36hrs/week) position is paid hourly and provides support **on site** in our Emergency Family Shelter Program. Compensation for this position is in the range of \$18-\$20/hour based on experience and relevant bilingual language skills.

The Overnight Advocate position provides critical support and services to survivors of domestic abuse and their families living in HAWC's emergency shelter. The Overnight Advocate is permitted to sleep in a designated staff room during portions of this shift if safe and appropriate to do so, while prioritizing position duties and participant needs. Primary responsibilities include ensuring participant safety through adherence to shelter policies and protocols, providing support and guidance to shelter participants and hotline callers, responding to and communicating shelter participants' needs to fellow HAWC staff and Shelter Manager as appropriate and light cleaning. The Overnight Advocate participates in coverage of HAWC's 24/7 Emergency Hotline, responding to calls that come in to the hotline overnight.

Summary of Benefits:

- 3 weeks of vacation per year during first year; increases at year 5, carryover of 2 weeks
- 13 Holidays off per year
- 13 Sick days per year
- 5 Personal days per year
- 70% Health Insurance paid by HAWC
- 70% Dental Insurance paid by HAWC
- 70% Paid Family & Medical Leave paid by HAWC
- 100% Short & Long Term Disability paid by HAWC
- 100% Employee Assistance Plan paid by HAWC
- 100% paid Life Insurance (1x annual salary up to \$50,000)
- Health Reimbursement Account (HAWC pays first 50% of deductible)
- Flexible Spending Account
- 401K plan

Qualifications and Requirements:

- A commitment to empowering and supporting survivors of domestic abuse
- Experience in crisis intervention

- Active listening skills
- Good organizational and prioritization skills
- Reliability with scheduling and availability
- Ability to collaboratively problem-solve with participants and other team members
- Demonstrated competency and respectfulness in working with clients and staff members from diverse identities and backgrounds
- Ability to effectively use internet-based programs and websites, such as GSuite, email, search engines and the agency client database
- Bilingual/Bicultural skills and experience preferred

Position Responsibilities:

- Ensure the safety of shelter participants and staff through adherence to HAWC shelter policies and protocols
- Provide trauma-informed direct support to participant adults and children as needed
- Document participant interactions and hotline calls in agency database
- Review and maintain program shift log, documenting any participant updates, crisis intervention, safety concerns and maintenance concerns in log at the end of every shift
- Provide oral updates to fellow HAWC staff at shift changes. Communicate as necessary via email and phone with other staff and leadership regarding any necessary follow-up
- Monitor security system for awareness of participants' presence and needs within the shelter building and overall safety
- Provide direct hotline coverage during scheduled work hours, including documentation in agency database
- Conduct screening and intakes for new shelter participants
- Prepare, clean and inspect rooms before participant entry and after exit
- Organize and inventory shelter resources available for participant needs, including bedding, food, clothing and toiletries
- Ensure cleanliness of staff office, office fridge, staff bathroom, stairways and basement storage area
- Attend regular supervision, team meetings and monthly staff meetings, traveling as necessary to other HAWC offices
- Participate in 30-hour HAWC pre-service orientation training

HAWC is an Equal Opportunity Employer. People of color, LGBTQ people, bicultural and bilingual people, people with disabilities, and survivors of partner abuse are encouraged to apply. HAWC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, genetic information or membership in any group protected by federal and state law.

**Please email cover letter and resume to Maria Rivera at MariaR@hawcdv.org with "Shelter Overnight Advocate" in the subject line, or mail to:
HAWC, Attn: Maria Rivera, 27 Congress St. Ste. 204, Salem, MA 01970**