Job Title	**Crisis Shelter Associate**
Program	**Violence Intervention Program**
Supervisor	**Crisis Shelter Supervisor**
Classification	**Non-Exempt**
Grade	**N-6**
Approved	**05/04/2025**

Job Purpose:
The Crisis Shelter Associate works with the Violence Intervention Program team that provides a variety of support services to victims of domestic violence, sexual assault, and violent crimes. Responsibilities include applying established procedures for shelter operations, supporting case management plans for shelter residents, assuring a safe, clean environment for clients, hot-line coverage, and record keeping.

Duties:
- Apply established procedures for shelter operations
- Perform crisis intervention, supportive counseling, advocacy, and case management services
- Provide program hotline and on call coverage as required, including directly assisting clients during/immediately following crisis situations
- Respond to hospitals to accompany victim clients for forensic exams
- Respond to law enforcement agencies to provide advocacy for victim clients
- Collaborate with other program employees to ensure that needs of residents are met
- Collaborate with other community service providers to ensure clients' needs are met
- Assist with transportation for Crisis Residential Shelter residents
- Assist with maintenance and repair of the Crisis Residential Shelter building and equipment
- Enforce policies and conformance with rules and procedures
- Ensure cleanliness, security, safety, and health of the Crisis Residential Shelter and residents
- Complete all documentation and reports required for program compliance and measurement of performance targets
- Participate in staff meetings
- Attend training workshops – including but not limited to mandatory 40 hour training (including topics such as: confidentiality, victim rights, advocacy, serving underserved communities, and more)
- Work cooperatively in establishing a supportive atmosphere for clients
- Strictly uphold the confidentiality of clients, employees and agency business both within and outside of the agency
- Perform other duties as assigned

Minimum Education and Experience:
High School Diploma or GED/HSED; one year of relevant experience in domestic violence, counseling, or human services; New York State Department of Health Rape Crisis Certification within six months of employment; valid, unrestricted New York State driver's license and reliable transportation

Expected Skills:
Technical and service skills required by duties; client service orientation; accountability for results; teamwork; adaptability; reliability

Working Conditions:
Work in typical office and the Crisis Residential Shelter; work with clients in crisis; occasional on-call coverage, which may be outside of normal business hours; frequently requires working on holidays and may be expected to maintain coverage during inclement weather