



POSITION DESCRIPTION

Position:	Relief Staff
Program:	Shelter/Housing
Status:	On-call
Pay:	DOE
Hours:	Relief as needed. Weekdays, evenings and overnights
Responsible to:	Shelter/Housing Coordinator

About Clackamas Women's Services (CWS)

Clackamas Women's Services (CWS) was incorporated in 1985 as Clackamas County's first shelter for women and children escaping family violence and domestic abuse. CWS' service delivery framework is built on trauma-informed best practices that promote safety and self-determination. Our vision is to live in a society that no longer tolerates domestic and sexual violence, but rather thrives on mutual respect.

CWS offers comprehensive, responsive solutions for adults and children impacted by sexual assault, domestic violence, stalking, the sex industry, and elder abuse. Through our confidential emergency shelter, our rural outreach office and A Safe Place Family Justice Center, CWS coordinates services with other public and private agencies in order to best serve survivors seeking help. Participants in our programs receive no-cost services by highly trained staff.

Position Purpose:

Responsible for providing coverage for open shifts when regularly scheduled shelter staff are not available; there are no set schedules or hours. Responsible for providing case management, advocacy and support services to participants of the CWS shelter. The Relief Staff role requires an ability to provide non-judgmental support with unconditional positive regard, transparent and honest communication as well as the ability to be flexible and creative in a variety of changing situations.

Key Responsibilities:

1. Answer the CWS crisis line: giving appropriate information, support and referrals for callers and response to Lethality Assessment Protocol (LAP) calls from law enforcement partners.
2. Staff CWS emergency shelter, providing phone screens, intakes, supporting participant exits and transitions and ensuring the safety of the shelter and participants.
3. Provide a wide variety of advocacy strategies and engagements (referral, accompaniment, providing resources, role-play, calling on behalf, support, system navigation, advocacy, etc.) to shelter participants.
4. Communicate in a trauma-informed manner and provides comprehensive information to shelter participants in an accessible way.
5. Build relationships and rapport with shelter participants and foster community building.
6. Contribute to a successful team within the shared case management system and work from a team based approach in conjunction with other shelter and housing case managers. Provide support and assist coworkers in response to fluctuations in workloads.

7. Provide shelter participants with information and support regarding domestic and sexual violence, oppressions, trauma, communal living, parenting, and immigration issues.
8. Assist shelter participants with cleaning and upkeep of the shelter facility and prep rooms for entering participants.
9. Co-facilitate on-site support and self-care groups as requested.

General Responsibilities:

10. Represent the mission and values of CWS to program participants and community partners.
11. Complete documentation of all services, including intakes, releases or information, demographics tracking and statistics with the CWS database for all participants at the end of each shift.
12. Maintain appropriate participant confidentiality in accordance with advocate privilege and federal statutes.
13. Work in conjunction with other staff to provide consistent services to participants.
14. Meet regularly with the Shelter Coordinator to plan and prioritize projects.
15. Submit necessary monthly timesheets and mileage reimbursement forms. Manage daily schedule appropriately.
16. Other duties as assigned.

QUALIFICATIONS:

- Bilingual/bicultural persons are encouraged to apply.
- CWS is committed to building a culturally diverse organization and strongly encourages applications from candidates of color.
- Experience supporting survivors of domestic violence and/or sexual assault.
- Demonstrated understanding of domestic and sexual violence and its effects on survivors, their children and society.
- Demonstrated understanding of systems of oppression, ability to work effectively and non-judgmentally with individuals from diverse backgrounds, and understanding of culturally competent service delivery.
- The person in this position frequently: ascends/descends stairs; lifts equipment, furniture, and other items up to 50lbs.; bend, reaches, stoops, and crouches to complete necessary shelter related tasks.
- Reliable transportation required, position includes use of personal vehicle to complete some tasks.

We are committed to building a diverse and inclusive workforce that represents the communities we serve. Women, people of color, LGBT, older adults and people with disabilities are strongly encouraged to apply.

Please submit a resume and cover letter to hr@cwsor.org with the subject line of "Childcare Relief Position.

Employee Signature

Date

Program Manager/Director

Title

Date

**As noted in CWS Personnel Policies: any job may be reclassified at any time.*