

# Family Support Worker

**Location:** Emergency Shelter

**Reports To:** Case Manager

WCCS is seeking an energetic, dependable, and motivated individual who can be a team player to fill the bilingual (English/Spanish) **Family Support Worker** position at the emergency crisis shelter for victims of domestic violence. The position is full-time and contingent on continued funding and needs of the program.

## Responsibilities

- Answers hotline calls and records data;
- Provides appropriate referrals when necessary;
- Screens clients into program through hotline calls;
- Provides telephone advocacy and crisis intervention during assigned shift;
- Transports clients as needed;
- Provides direct crisis intervention as needed;
- Monitors client observance of shelter rules, guidelines and policies regarding client behavior and child supervision;
- Keeps supervisor(s) verbally informed of client status;
- Maintains written record of operations during assigned shift through client log, client files and client service activity sheets in a timely manner;
- Provides child-care during parenting and support group classes;
- Assists clients with food, clothing, and hygiene items;
- Files child abuse reports when necessary due to being a mandated child abuse reporter;
- Purchases items on grocery list as needed;
- Attends staff meetings and in-service trainings as needed; and
- Performs additional duties as requested by supervisor.

## Required Qualifications

- An AA Degree from accredited college or a high school diploma with equivalent experience;
- State of California forty-hour Domestic Violence Training Certificate preferred;
- First Aid/CPR Training Certificate preferred;
- Fluently Bilingual English/Spanish preferred;
- Must have current California Driver's License, good driving record and current automobile insurance.
- Experience in crisis intervention or working with domestic violence victims preferred;
- Knowledge of family structure and community dynamics of population served;
- Ability to accept diverse personal and cultural behaviors;

- Must exhibit flexibility, mature judgment, confidence and competence;
- Commitment to working toward the empowerment of population served;
- Good writing and communication skills;
- Able to role model non-judgmental/non-violent behavior in conflict resolution;

**Hours:** Full-time Overnight work schedule.

**Salary Range:** \$15/hour. Non-exempt position.

**To Apply:** Please submit a cover letter and resume to: [tinda@dvshelter.org](mailto:tinda@dvshelter.org)

**Closing Date:** This position will remain open until filled.

**\*\*No phone calls, please\*\***

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*"Women's and Children's Crisis Shelter is committed to provide safety, shelter and hope to victims of domestic violence."*

WCCS is an equal opportunity employer. All employees and applicants are evaluated by WCCS on the basis of their qualifications, consistent with applicable state and federal laws, without regard to race, color, age, religion, sex (including pregnancy, childbirth or related medical conditions), national origin or ancestry, marital status, sexual orientation, physical or mental disability, medical condition (including cancer-related or HIV/AIDS conditions), gender, genetic characteristics or any other consideration made unlawful by federal, state or local laws.