



POSITION ANNOUNCEMENT RESIDENT SUPERVISOR-PART TIME

Vera House, Inc. is a human service agency providing comprehensive domestic and sexual violence prevention and intervention services.

The Part Time Resident Supervisor will provide residential and crisis hotline support as needed in the emergency shelter program, specifically evenings, overnights, weekends and holidays; weekday support as needed.

RESPONSIBILITIES

- Handling the day to day activities within the Emergency Shelter Program for people experiencing domestic and/or sexual violence as well as homelessness
- Provide trauma-informed practices and develop a positive, empathetic, and compassionate rapport with victims of trauma, specifically domestic and sexual violence
- Respond to crisis and conflict situations in a crisis-oriented setting with diverse individuals.
- Provide face-to-face and over the crisis hotline crisis intervention
- Short-term individual support to victims as they resolve their crises and work toward long-term stability
- Assist victims in identifying, understanding, and prioritizing problems and needs and in obtaining information on available resources
- Assist victims in learning about and understanding the dynamics and impact of domestic/sexual violence
- Resolving conflicts within the shelter among residents in a calm, trauma informed manner
- Ensure the cleanliness of the shelter which includes helping to clean rooms, do house laundry, and clean common areas on regular basis
- Utilize various database systems to ensure documentation of client interactions
- Ensure the security of shelter and residents
- Engage in self and agency initiatives to enhance and increase knowledge and awareness on race, equity, diversity and inclusion in order to provide better services and better work environment

QUALIFICATIONS

- Available to work evening, weekend, holiday and overnight hours on a regular schedule or as needed
- Associates degree in human services preferred
- Experience working in a crisis oriented setting.
- Knowledge and experience in crisis intervention, conflict management and trauma-informed practices
- Knowledge of community based service delivery systems, specifically criminal/civil legal systems.

- Strong proficiency with Microsoft Office Suite and strong typing skills
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity and inclusion

Salary starting at \$12.74 per hour based on experience and education

Bilingual/bicultural candidates are encouraged to apply. Vera House is an Equal Opportunity Employer. Position is open until filled.

Interested candidates should submit a resume and cover letter to:

**Hiring Manager
Vera House, Inc.
723 James Street
Syracuse, NY 13203
E-mail: jobs@verahouse.org
NO PHONE CALLS PLEASE**