

POSITION ANNOUNCEMENT

Shelter Aid (Full-Time)

Vera House, Inc. is a human service agency that provides unconditional care for individuals and families through comprehensive domestic and sexual violence prevention and intervention services. We believe in collectively serving members of the community and creating an environment of accountability for our services. We strive to provide our employees with flexible schedules, when possible, a level of autonomy to complete their work, and a culture of belonging. We strive to interrupt the norms that cause harm and perpetuate oppression.

This position will support the day-to-day activities of the Vera House shelter(s) which include assisting clients and staff, providing transportation, preparing, and serving meals and assisting with housekeeping tasks.

Schedule: Monday – Friday 2:00pm – 10:15pm

RESPONSIBILITIES

- Adhere to all Vera House policies, procedures, and safety protocols
 - Manage difficult and/or emotional situations and respond promptly to support client needs
 - Assume responsibility for general cleanliness of the shelter facilities as well as preparing rooms for occupancy
 - Plan and prepare meals including purchasing and maintaining supplies
 - Assist in the coordination of pick-up and delivery of Agency donations
 - Provide local transportation to assist residents as needed
 - Maintain inventory of supplies
 - Maintain facilities in a condition of excellence, cleanliness, and safety daily
 - Ensure a safe, comfortable, and welcoming environment for all shelter residents and visitors
 - Communicate needs and concerns to the appropriate supervisors and staff members
- 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
- Recognize that trauma and healing work with residents and clients require self-care and resiliency building with one's own personal health and well-being. Commitment to one's own growth and support is necessary

QUALIFICATIONS

- High school diploma. GED , equivalent preferred; 2 years' experience in housekeeping or food service
- NYS Driver's License required
- Interest in developing or have knowledge of domestic/sexual violence and elder abuse
- Willingness to learn or have the ability to work effectively in a trauma and healing orientated setting with diverse individuals

- Ability to remain calm during and/or return to calm after high need situations that may require the use of de-escalation skills for residents
- Good interpersonal, oral communication and written skills
- Experience with Microsoft Office Suite
- Ability to develop a positive, compassionate rapport with victims of domestic violence, sexual assault, or other violent trauma
- Ability to organize tasks in order of priority
- Ability to work in teams and independently when needed
- Ability to adapt to demanding situations and work well under pressure
- Appreciation and respect for other cultures and people of diverse backgrounds

EXPERIENCE

- Support and assistance in a residential or group home setting preferred

SALARY

- \$16.00 per hour
- Shift differential is offered from the hours of 11:30pm – 7:00am

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

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**