DOVE (Domestic Violence Ended), Inc. was founded in 1978 and has since grown from one crisis hotline to a comprehensive multi-services organization. DOVE is the only domestic violence organization in Norfolk County. DOVE provides a range of services for individuals who have experienced abuse, including a 24-hour hotline, emergency shelter, safety assessment and planning, supportive education and counseling, support groups, legal assistance, assistance accessing governmental and community-based services, and community outreach and education. At our core, DOVE’s work is about fostering healthier and safer relationships for all individuals, and supporting individual and community well-being.

Mission Statement
DOVE is committed to partnering with diverse communities, families, and individuals impacted by domestic violence. We promote hope, healing, safety, and social change by providing a broad range of preventive and responsive services.

Statement of Welcome and Affirmation
DOVE welcomes refugee and immigrant survivors both documented and undocumented, people with disabilities, people who are D/deaf or hard of hearing, BIPOC (Black, Indigenous, and other People of Color), and LGB, Queer, Trans, and Non-Binary individuals, people of all religions, and individuals whose first language is not English. DOVE welcomes people of all identities, including those not named.

Job Purpose
DOVE seeks an experienced and passionate Residential Life Specialist for our Domestic Violence Emergency Shelter. DOVE’s Shelter provides short-term emergency shelter for adults and their children seeking safety and support from domestic violence. The Residential Life Specialist provides crisis intervention and emotional support, conducts intakes. Further, the person in this position responds to hotline callers, supports the coordination of residential life activities and events, and assists with basic needs for shelter program participants (adults and children). Additionally, the Residential Life Specialist provides first-line oversight of the overall maintenance of the shelter facilities. This position is supported by and dependent on grant funds. Reports to the Director of Residential Services.

Responsibilities
Programmatic
- Work in conjunction with other staff to coordinate provision of services and resources to meet program participants’ needs. Provide supportive listening to program participants, as well as information about additional available resources.
- Assist in ensuring the safety and security of program participants by being aware of the needs of program participants as well as the activities taking place within the house, and routinely assessing for safety and reporting all problems or concerns appropriately and in a timely manner.
- Answer 24-hour hotline. Provide crisis prevention/intervention and supportive listening to callers. Provide information and referrals as appropriate.
- Complete intake process with callers seeking emergency shelter when space is available. Prepare bedrooms for new arrivals. Greet new program participants and orient them to the shelter and program.
- Ensure the shelter is welcoming, responsive, and supportive of the experiences and needs of all PPs.
- Be available for consultation by other team members and intern(s) as needed.
- Coordinate and involve PPs in the daily maintenance and cleanliness of the shelter.
Distribute supplies and resources. Assist in the upkeep of food pantry, linen supply area, and clothing donations room. Sort and store donations.

Update SafeLink listing re: availability of room(s) for new program participants (PPs) twice daily.

Maintain accurate and complete forms and documentation as required.

**Administrative**

- Purchase food and supplies for the shelter including conducting food pantry pick-up twice monthly. These pickups will also include donations and items dropped at DOVE’s Community Advocacy & Prevention Services office and periodically other locations.
- Coordinate with other staff to create and maintain lists of all necessary donations.
- Oversee and participate in shelter maintenance, including maintaining safety, cleanliness, and tidiness of the property, as needed, and consulting with the Director of Residential Services to coordinate with contractors for needed repairs.
- Provide support regarding the yearly building/facilities and safety equipment inspections, including any preparatory work prior to the inspections and any follow-up work after the inspections.
- Periodically represent DOVE in meetings or interactions with collaborators, community stakeholders, donors, and/or funders.
- Attend and participate in regularly scheduled individual supervision, shelter staff team meetings, and ongoing professional development meetings and trainings.
- Complete other duties to ensure that shelter program participants are provided with professional, empathic, safe, and affirming services within the context of DOVE’s mission and consistent with legal, organizational, and funder requirements.

**Skills & Qualifications**

- Experience working with individuals and families impacted by abuse and trauma, as well as oppression, including racial, cultural, and historic oppressions. Knowledge of the dynamics of domestic and sexual violence as well as trauma issues as they relate to victims/survivors of violence and their children.
- Demonstrated crisis intervention, problem-solving, and conflict-resolution skills.
- Two to four years’ experience working in a residential setting and with low-income families.
- Basic knowledge of trauma issues as they relate to victims/survivors of violence and their children.
- Basic knowledge of child protection services and the criminal justice system.
- Experience and the ability and desire to work with diverse populations including, but not limited to, non-English speaking families, LGBTQ/T (Lesbian, Gay, Bisexual, Queer and/or Transgender) survivors, and individuals with histories of substance abuse and/or mental health challenges.
- Willingness to learn about and actively use social justice/anti-oppression awareness and understanding in daily work.
- Ability to communicate effectively and creatively with children and adults. Excellent interpersonal skills. Be a “people person;” enjoy talking and working with others.
- Strong organizational skills. Ability to effectively multi-task and manage competing demands and activities by prioritizing and communicating clearly.
- Excellent oral/interactive and written communication skills in English; sound computer skills.
- Positive approach, can-do attitude, flexibility, sense of humor, appreciative demeanor, and grace under pressure.
- A strong work ethic and sense of initiative and ability to work independently.
- Ability to work effectively and collaboratively in a creative and resourceful non-profit setting.
- Ability to model and uphold appropriate professional boundaries and confidentiality in work with program participants/clients, co-workers, supervisor, and members of the community.
- Bilingual (Spanish, Haitian Creole, Mandarin, Cantonese, or Vietnamese, and English) preferred.
**DOVE is willing to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities, and persons with experience working in DOVE’s catchment area are particularly encouraged to apply.**

**Requirements**

- Must be committed to DOVE’s mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- Experience actively engaging in anti-oppression dialogue and practice is welcome; participation in this ongoing learning and process, as a member of DOVE’s staff, is required.
- Must complete DOVE’s comprehensive domestic violence training within one (1) year of hire, participating when the training is next offered by DOVE; documentation of similar training at another organization may partially fulfill this requirement.
- Must have valid driver’s license, reliable transportation, and willingness to travel within DOVE’s service area.
- Able to climb and descend stairs, bend, and lift items (including shoveling) up to 30 pounds.
- A CORI background check is mandatory. CORI history will be reviewed and may not disqualify candidates.

**Work Schedule**: Full-time position, (40 hrs/wk, paid hourly), generally Monday-Friday 8 hrs/day, 7:00am-3:00pm, 8:00am-4:00pm, or 10:00am-6:00pm. The incumbent may be required to work at other times to provide coverage and/or attend training/meetings; this may occasionally include evening/weekend hours.

**Compensation & Benefits**: DOVE is committed to working for social and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

Compensation:

- Position will be paid $18-21/hr. (annual salary equivalent $)
- Additional compensation is available for demonstrated, proficient language skills preferred in DOVE’s catchment area, including Spanish, Haitian Creole, Mandarin, Cantonese, Vietnamese, and/or Portuguese; $1,500 gross annual per 40 hr FTE for 1st language in addition to English, and $1,000 gross annual per 40 hr FTE for 2nd or more language/s in addition to English.

Benefits consistent with personnel policy:

- Paid time off, pro-rated: Vacation (3 weeks in Year 1, increases at Year 3), Personal Days (3 days/year), Sick (12 days/year), and 12 Holidays

**To apply, send Cover Letter specifically for this position and Resume to:**

- Jessica Cohen, Director of Residential Services, DOVE Inc. applytodove@gmail.com
- Applications will be considered until the position is successfully filled. It is DOVE’s hope that the incumbent will begin work in April/May, 2021.
- Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.

For more information on DOVE, see our website: [www.dovema.org](http://www.dovema.org)

*Posted March 2021*