



The Second Step, Inc.

Residential Support Staff / Evening Staff

Background: The Second Step (TSS) is a community of survivors, advocates, and volunteers who foster the safety, stability, and well-being of those who have experienced domestic violence. We provide comprehensive services, including safety planning, legal advocacy, counseling, peer support, transitional housing, and other essential services to adults, youth, and children in Greater Boston and MetroWest.

Job Title: Residential Support/Evening Staff

Essential Employee: This position is considered an essential employee and may be required to report to work, on-site, during a government declared state of emergency.

Primary Objective: Providing after-hours support to residents and program participants in partnership with Residential Advocates and other TSS staff, within an agency framework that is trauma-informed, strengths-based, relational, and empowering. As a Residential Programs team member, the Support/Evening Staff should expect the bulk of their work and focus to be on providing coverage and presence within TSS's two residences, while supporting client-identified advocacy goals in partnership with the primary staff and advocacy team. As such, they will work in close collaboration with TSS's Residential Program Director and Residential Advocates, as well as with other Residential Support/Evening Staff.

The Residential Support/Evening Staff reports directly to the Senior Domestic Violence Advocate and works closely with individual advocates on a day-to-day basis and should be comfortable working independently and collaborating with multiple staff. All direct service employees of The Second Step are expected to provide support services from a trauma- and resilience-informed perspective.

Hours: 6:00pm – 10:00pm, Monday through Friday; 12:00pm-6:00pm, Saturdays and Sundays. Please indicate which evenings you are available in your cover letter.

Primary duties include but are not limited to:

- Ensuring the safety of program participants and their children while in residence;
- Implementing the policies and practices of The Second Step as outlined in the Residential Handbook;

- Implementing any daily procedures outlined by the Senior Advocate or Director of Residential Programs;
- Foster a harmonious atmosphere within the residences by helping program participants to identify and resolve social and other problems, including conflicts among residents;
- Assist with supporting residents' life skills development as needed, in partnership with Residential Advocates;
- Help prepare rooms for new program participants;
- Respond effectively and compassionately to emergency situations;
- Participate in staff meetings and trainings as requested by the Senior Advocate or Director of Residential Programs;
- Monitor supply and distribution of house food and supplies as needed;
- Copy, collage, and type program paperwork and perform some clerical tasks as requested;
- Maintain info board to keep neat, current, and pertinent;
- Maintain and enter data into database in a timely manner.

Qualifications:

Candidates should have experience working with survivors of domestic violence and/or homeless families and individuals in residential and/or community-based programs. Knowledge of issues related to domestic violence, trauma, mental health, and addiction – with a particular emphasis on how these issues impact families – is essential. Knowledge of issues related to child development and parenting is also valuable. We value and seek candidates with diverse life experience and relevant employment background.

Additional qualifications include:

- Demonstrated experience in the field of Domestic Violence/Trauma, or other related human services field, required; Associate's or Bachelor's degree considered a plus but not required;
- Strong crisis management, problem-solving, and interpersonal skills, including the ability to work calmly under pressure;
- Ability to manage competing priorities simultaneously and precisely;
- Cultural competence and/or willingness to learn;
- Proficiency with computers and technology;
- Bi-lingual/bi-cultural (English/Spanish, English/Mandarin) preferred;
- Enthusiasm about working collaboratively and effectively in an environment that is linguistically and culturally diverse.

Hours: Part-time (4 hours/shift), 6:00pm – 10:00pm, Monday through Friday; (6 hours/shift) 12:00pm-6pm, Saturdays and Sundays. A single staff person may cover as few as one shift per week.

Compensation: \$18-20/hour.

Equal opportunity: The Second Step actively seeks cultural and linguistic diversity in all of its programs. Minorities, bilingual/bicultural candidates, survivors of domestic & sexual violence,

and LGBTQ/T candidates are strongly encouraged to apply. The Second Step, Inc. is an affirmative action, equal opportunity employer.

If you are interested: please send a resume and cover letter to Nikia Bodden, Acting Director of Residential Programs, at nbodden@thesecondstep.org

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