

Crisis Services Assistant - Part-Time/Weekend Hours

Summary

Title: Crisis Services Assistant - Part-Time/Weekend Hours
ID: 1219
Department: Crisis Services
Shift: 11:00 AM until 4:30 PM



Be a part of community change!

YWCA Northeast Indiana's Mission is to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all in Allen, DeKalb, Huntington, Noble, Wells, and Whitley Counties. We operate Indiana's longest-serving domestic violence crisis shelter and support Northeast Indiana's most diverse refugee community.

We are currently seeking a Part Time Crisis Service Assistant to work Saturday & Sunday - 11:00 AM - 4:30 PM

This is a regular part-time position with the YWCA of Northeast Indiana provides residential clients with support services and activities to assist their process of moving from crisis to stability.

Expectations of every YWCA Staff Member:

- Uphold and promote the YWCA Mission.
- Maintain compliance with state standards.
- Adhere to established policies and procedures.
- Contribute to fund development efforts for support of all programs and the overall Association.
- Provide support to other departments and staff.

The Essential Duties:

- Maintain accurate and appropriate records including but not limited to: Communication Logs, Daily Entry, Crisis Calls, and Intakes.
- Responsible for accurate data entry of intakes, crisis calls, abusers log, and rooms list. This includes cross training other staff.
- Manage shelter activities ensuring adequate coverage and working procedures are in place at all times.
- Monitor and respond to activity at entry doors.
- Answer incoming crisis calls.
- Respond to and resolve client issues; create and maintain high quality work environment to perform at highest level.
- Process new clients and those exiting the program.
- Maintain an adequate inventory of all shelter consumables; including but not limited to, personal items, kitchen supplies, and food.
- Transport clients in company vehicles, as needed.
- Assist with site and building support, including but not limited to, maintaining medication keys, assigning rooms, monitor freezer and refrigerator temperatures, replace toilet paper and shower curtains, and make beds and clean facilities
- Oversee smoke breaks.
- Other duties as assigned to meet the organization's goals.

Education requirements:

- High School Diploma or equivalent combination of education and experience
- CPR and First Aid certifications.

Knowledge and Experience:

- Strong customer service skills with ability to communicate in a professional manner with a wide range of people. Unequivocal commitment to pluralism.
- Ability to exercise independent judgment and discretion when handling potentially confidential or sensitive matters.
- Strong time management skills; ability to take initiative to solve problems and work with minimum supervision.
- Proficient in Microsoft Office including Outlook, Word, and Excel.
- 1-3 years of general office experience, including reception and telephone duties.
- 1-3 years of experience with general office equipment (copiers, printers)
- Accurate, organized, and detail-oriented, with ability to work under pressure and shift priorities in response to changing needs.
- Ability to keep accurate records and files
- Must comply with organization's policy of automobile insurance: must have a valid driver's license and personal automobile insurance coverage.
- Flexibility to change work hours as needed.

NOTE: You must complete an application and submit a cover letter and resume for consideration