

WILLOWBEND FARMS

restoring human trafficking survivors

Job Posting

Housing Support Specialist

Job Description:

Reporting to the Director of Survivor Services, Housing Support Specialists (HSS) are responsible for staffing the Emergency Response Center (ERC) during varied shifts including morning, evening/late night, holiday and weekend hours, providing support and basic services to guests. They perform operational functions of the safe house, monitoring all entry and exit to the building, providing on-site response, and is sometimes the first point of contact for new survivors entering the ERC. A HSS candidate must possess strong organizational and group leadership abilities, have work experience in the areas of human services, preferably in the areas of human trafficking, domestic violence and/or sexual assault services. They must demonstrate stability in personal presentation and professional relationship and requires the ability to successfully complete required trauma informed human trafficking/domestic violence/sexual assault training. This position will work in tandem as a team with other staff of WillowBend Farms, Inc.

Responsibilities:

- Manages operational functions of ERC, including guest interaction, communication, monitoring security, keeping documentation and data entry
- Maintains safety by enforcing program regulations
- Crisis management and de-escalation
- Responds to guest questions and concerns efficiently and in a timely manner
- Participates in staff team meetings
- Engages guests through a warm, caring, and supportive atmosphere that builds trust and confidence and fosters healthy relationship boundaries
- Completes initial contact and program orientation
- Assists with the daily living needs of ERC guests including appointments and transportation
- Assists in the coordination of support services and intervention for ERC guests
- Activates supports through both internal and external resources
- Assists in goal setting and goal management
- Triage incoming referrals and route to appropriate staff for follow-up
- Completes room and safety checks during shifts
- Performs routine chores and cleaning tasks to ensure the safety and cleanliness of the shelter
- Duties may change according to organizational needs and special projects

Qualifications:

- Bachelors or Associates degree preferred, Minimum high school diploma or equivalent
- Experience working with survivors of human trafficking and/or related programs preferred
- Ability to work with diverse populations with sensitivity to sexual exploitation, domestic violence and other gender-related issues
- Strong ability to work independently and as part of a team
- Excellent problem-solving, organizational and communication skills
- Ability and willingness to work irregular hours and be on call on a rotating basis
- Persistent and flexible, with ability to multitask and prioritize
- Fast learner, quick mind, and capacity for hard work
- Valid Driver's license and personal transportation with current insurance and vehicle registration
- Successful completion of criminal background checks and drug screen