

Safe Harbor is a private, 501(c)3 non-profit organization dedicated to providing services for and empowering victims of domestic violence in the upstate of South Carolina. We offer a continuum of services, providing safe emergency shelter, counseling, assistance with orders of protection, and transitional housing, as well as teen dating violence education and community outreach in Greenville, Pickens, Anderson, and Oconee counties.

At Safe Harbor, we strive to create a culture of inclusivity and empowerment. Approaching our work with different ideas, perspectives, and backgrounds cultivates collective strength and creativity. This brings us closer to the communities we serve and embodies our fundamental vision that all people feel safe and valued.

Job description for Client Support Staff

This position is responsible for following day-to-day policies/protocols to maintain the well-being and safety of clients and their children in a domestic violence shelter. The client support staff works independently during evenings and weekends, but is part of the overall shelter operations team.

The responsibility of this staff person is to assure that clients and their children have basic necessities and to ease the stress of community living for clients and their children. They are tasked with assuring clients are oriented to the shelter environment and that they understand and follow client shelter guidelines.

The client support staff person must be able to work calmly and independently while managing multiple priorities in an intermittently challenging environment.

The client support staff must display interpersonal skills to be able to provide emotional support for victims of domestic violence. Examples of tasks are: answering the Safe Harbor crisis line and working with shelter clients on managing the day-day stressors of living in community living shelter. The client support staff must effectively manage crises that arise from clients who have experienced trauma, including de-escalation and conflict resolution.

The client support staff, along with the community living team, provides opportunities for shelter clients to enjoy their shelter stay by organizing and facilitating opportunities for fun activities, such as movie nights and birthday celebrations.

Qualifications:

- High School Diploma or GED
- Passion for serving others
- Experience in working in a high stress environment
- Ability to pass contingent screening of criminal background check and drug test

The candidates for Client Support Staff must possess:

- Capacity and willingness to follow agency/shelter processes and procedures.
- Basic computer skills
- Strong customer service and problem-solving skills
- The ability to be self-directed and to work independently within a shelter setting as well as supporting and participating in the shelter operations team
- Excellent verbal and written communication among a diverse group of individuals
- Flexibility
- The ability to work well with individuals in crisis, as well as, to calmly and objectively address clients who are experiencing trauma effects, including substance use, mental health concerns and/or disruptive behaviors: to use compassionate accountability to assure the overall well-being and safety of all shelter clients

Hours:

40 hours per week: days vary; hours during the week are 2nd or 3rd shift. Weekend hours vary to include 8a to 4p, 4p to 12a or 12a to 8am

COVID-19 Precaution(s):

- Remote interview process
- Personal protective equipment provided or required
- Plastic shield at workstations
- Social distancing guidelines in place
- Sanitizing, disinfecting, or cleaning procedures in place
- Fewer clients in shelter program