



REACH Beyond Domestic Violence is a non-profit organization providing safety and support to survivors of abuse while engaging communities to promote healthy relationships and prevent domestic violence. Our programs include 24-hour hotline services, emergency shelter, support groups, legal advocacy, specialized children's services, community-based survivor advocacy programs and community education and training.

At REACH, we believe that the way we do our work matters. The respectful, equitable relationships we work for in the world have to start with us. We do this work because we believe change is possible. We work with communities and individuals to change social norms and systems of oppression to prevent and ultimately end domestic violence.

Per Diem Residential Support Staff

REACH's Residential Program is a fully staffed, 8-bedroom, home-like building offered to survivors of domestic violence who need shelter. In alignment with our values, REACH refers to our residential space as "the house" and those living in the house as "guests". Due to the demand for both shelter space and lack of affordable housing in the Commonwealth, the house is always full, and guests often stay for extended periods. Guests include adults and children, and the number of children among the eight families can vary significantly. Our work is inclusive of all survivors including women, men, children, and the LGBTQ/T community. The program is staffed by a full-time director, associate director, advocates, full and part time milieu staff and volunteers. All staff work from REACH's core values as described on our website, <https://reachma.org/who-we-are/>

Key Responsibilities:

- Answer hotline calls and provide crisis intervention, safety planning, support, information, and referrals to callers as appropriate.
- Provide emotional support, safety planning and information to guests.
- Assist new guests with the admission process and introduction to the house.
- Assist guests with referrals, advocacy, support, and safety planning.
- Transport guests as appropriate for appointments and basic needs, including to and from the pick-up /drop- off location.
- Provide milieu management including working with guests around house guidelines relating to community living and curfew.

- Ensure safety of the house and guests by completing periodic rounds of the house and property.
- Manage conflicts and engage in crisis intervention as required and in accordance with REACH policies and philosophy.
- Complete any required paperwork or documentation, including intakes, assessments, incident reports and communication logs.
- Communicate any individual or group concerns, needs, information sharing when transitioning the shift, both verbally and with appropriate written information in the logs and utilizing backup staff as appropriate.
- Engage in practices and policies consistent with REACH's model of focusing on overall wellbeing by providing trauma-informed, strengths-based services.
- Work as part of a team to support house operations, facilities maintenance, and day to day residential needs.
- Attend Residential Program staff meetings.
- Keep informed of relevant house information through email communication.
- Other duties as assigned by the Director of Residential Programs.

All staff at REACH commit to:

- Working to ensure that REACH's values are demonstrated in the policies and procedures of the organization, every day.
- Residential Support Staff are invited to participate in REACH's all staff meetings, occurring bi-weekly, work in committees with colleagues in other programs at the organization, and engaging with external and coalition work related to the role and/or the organization.
- Participate in professional supervision, and clinical supervision as needed.

Qualifications:

- REACH provides individualized services from a trauma informed perspective and seeks staff members who are able to be flexible and aware of each person's unique experiences and strengths.
- Staff must be punctual and reliable.
- Experience working in a residential setting is preferred.
- Bilingual preferred.
- A car and valid driver's license are required. Staff members are expected to transport survivors and their families as needed.
- Must be able to regularly lift and move 25 pounds to assist guests in moving in and out of the house and occasionally lift and move 50 pounds.
- Must complete REACH's comprehensive 35-hour domestic violence training. Documentation of similar training from another organization may be considered to satisfy this requirement.
- Candidates will be asked to submit a MA Criminal Records Check (CORI).

We believe that successful candidates will demonstrate the following characteristics:

- Work from a philosophy that sees people, not problems
- Eagerness to engage with people of all ages
- Knowledge of the dynamics of domestic and sexual violence and the impact of trauma
- Commitment to a social justice framework
- Strong interpersonal and crisis intervention skills
- Flexible, adaptable, patient, proactive approach – willing and able to do what is required to make the house run smoothly
- Model and uphold appropriate boundaries at work with survivors

Work Schedule:

This is a per diem hourly position. We are currently looking for someone to work **any shifts that become available as the schedule varies including evening, weekend and or overnight.** Depending on the program's needs.

Compensation:

Staff are paid hourly at \$18.00 to \$21.00/hour.

To apply, please send your cover letter and resume to Isabel Rivera at jobs@reachma.org.

REACH is an equal opportunity employer and provides an inclusive work environment.