



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.

Residential Advocate

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:

- Serve as advocate for adult and child survivors of domestic violence to address needs including but not limited to housing, benefits, medical, childcare, legal, education, employment, mental health, and substance use
- Answer hotline calls and provide information, support, and referrals
- Conduct shelter intakes
- Assist new guests with the welcome process, introduce the staff, guests, volunteers, practices, etc.
- Ensure guests have access to basic needs upon arrival and support their ongoing efforts to meet their basic needs and acclimate to the house and developing routines
- Assist guests with developing and sustaining routines for the family, including meal preparation, caring for the property, and caring for themselves
- Attend any meetings or appointments that will assist in providing quality advocacy to survivors

- Engage in shelter practices and policies consistent with REACH's model of focusing on overall wellbeing by providing trauma-informed, strengths-based services
- Support a healing milieu by working with guests to promote healthy community living, including organizing activities and offering individual and group programming for adults and children
- Assist survivors with contacting community resources, setting up appointments, and transportation to and from appointments
- Attend any meetings or appointments that will assist in providing quality advocacy to survivors
- Work with the Child and Adolescent Therapist to address children's needs, including school registration, daycare, after school programs, and summer camps
- Co-facilitate assigned support groups and after school activities for children
- Maintain survivors' records including service delivery records, advocacy plans, and other documentation in accordance with confidentiality guidelines and database
- On rotation for backup/on-call support
- Work as part of a team to support the guests, shelter operations, facilities maintenance, and day to day residential needs by completing rounds of the house and property
- Communicate any individual or group concerns or needs at shift changes, both verbally and with appropriate written information in the logs
- Develop and maintain relationships with housing authorities, DTA and DCF offices, employment agencies, medical, immigration, legal, substance abuse and other community resources
- Track changes in availability and eligibility requirements for housing subsidies, welfare, and other benefits
- Engage guests as necessary for de-escalation, crisis intervention and conflict resolution
- 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.
- Working in collaboration with colleagues in other programs at the organization, participating with internal committees, and engaging with external and coalition work related to the role and/or the organization.
- Participating in staff meetings, weekly professional supervision, and weekly clinical supervision.

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, especially in English & Spanish.
- 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 an hourly, non-exempt position with hours from 7:30am-3:30pm Monday through Friday. This position can either be 8-hours/day for 5-days per week or 10-hours/day for 4-days per week (Tuesday-Friday)
- Expected to have some flexibility to accommodate resident's appointments and shelter coverage
- Occasional evening, weekend, and holiday coverage will be necessary including coverage during inclement weather

Compensation:

- The salary for this position ranges from \$45,000-55,000 to be paid at an hourly rate depending upon skills and experience
- Comprehensive benefits package options including, generous PTO, health, dental, vision, Flexible Spending Account (FSA), Health Reimbursement Account (HRA), Dependent Care Account (DCA), retirement plan with employer matching up to 3% of salary contributed, and life Insurance.

- 20 Days (4 weeks) of Paid Vacation Time, 25 Days (5 weeks) after 3 years of employment
- 12 Days Paid Sick Time and 11 Paid Federal Holidays

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.