

# eliminating racism empowering women

## ywca job description

YWCA of Kalamazoo Michigan  
353 E. Michigan Ave.  
Kalamazoo, MI 49007

T: 269-345-5595  
F: 269-345-8230  
hr@ywcakalamazoo.org  
www.ywcakalamazoo.org

**Last Revised On:** January 2013

**POSITION:** Residential Services Specialist

**JOB CODE:** RSS

**FUNCTION:** Assure routine and ongoing functioning of program facility and services.

### QUALIFICATIONS:

1. High school diploma or equivalent required; bachelors degree in human services or related field or specialized training in domestic violence preferred.
2. One-year experience in crisis intervention and residential supervision preferred.
3. Demonstrated assertiveness and ability to manage conflict.
4. Demonstrated strong oral and written communication skills.
5. Demonstrated ability to work with people of diverse backgrounds.

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

### RESPONSIBILITIES:

1. Provide support and supervision of shelter residents, including the enforcement of shelter contract.
2. Monitor building and shelter security systems and procedures.
3. Manage physical, social and mental emergency needs of shelter residents.
4. Provide admittance and intake of shelter residents; arrange alternate shelter, as needed.
5. Monitor functioning of crisis line; answer, as needed.
6. Assist in activities related to daily shelter operations.
7. Assure necessary maintenance and custodial functions, as needed.
8. Safeguard confidential information gained as a result of the position.
9. Comply with applicable local, state and federal licensing requirements/certification and or regulations.
10. Comply with Association policy regarding required reporting of child abuse, elder abuse, suicide and homicide.
11. As a YWCA employee, project a positive image of the Association and its programs to the community, the Association and the program.
12. Work cooperatively with program participants, YWCA staff and volunteers.
13. Perform other duties as assigned.

### TRAINING REQUIREMENTS:

1. Familiarization with YWCA Personnel Policies, Mission, Purpose and One Imperative.
2. Appropriate training and in-service which will occur during employment.

**HOURS OF WORK:** Full-time, Part-time or sub, overnight, evenings and weekends. Flexible as a response to program needs and as arranged with supervisor.

**STARTING WAGE RANGE:** \$9.31 – 10.34 per hour

**FLSA STATUS:** Non-Exempt

**DEPARTMENT:** YW-DAP

**SUPERVISED BY:** Program Area Supervisor – Shelter Services