

The James House

Repair Maintenance Technician Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities:

The skilled laborer will be responsible for performing routine maintenance and/or repairs in our business office as needed.

- Arrive 5-10 minutes prior to the start of designated shift
- Painting
- Installing shelves
- Lawn care
- Minor automotive care
- Minor plumbing
- Removing debris
- Moving furniture

Requirements:

- Successful completion of Level I training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Verifiable relevant experience

The James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

By providing mission driven, client centered, culturally relevant services through case management plans, we help clients create outcomes that address life satisfaction, hope and optimism, empowerment and knowledge about issues associated with interpersonal violence and the services available to address these issues. Our ultimate goal is to assure client self-sufficiency and sustainable change through coaching and empowering strategies.

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Technical Support Specialist Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities:

The Technical Support Specialist will be responsible for performing routine maintenance and/or repairs to the computers in our business office as needed.

- Arrive -5-10 minutes prior to the start of designated shift
- Perform monthly updates
- Assist staff to resolve computer-related problems, such as inoperative hardware or software.

Requirements:

- Successful completion of Level I training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Verifiable relevant experience

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Administrative Support Specialist Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities:

General office duties include: filing, answering phones, making copies, sending faxes, stuffing envelopes, stamping brochures, processing donations and other duties as assigned.

- Arrive 15 minutes prior to the start of designated shift
- Direct callers to appropriate staff members for crisis intervention, support, and referrals
- Assist staff members with locating shelter for clients
- Contact local churches and other organizations seeking resources for clients
- Input contact and donor information into GiftWorks (Donor Management software)
- Maintain front entrance and parlor as inviting and presentable
- Receive and manage donations
- Update electronic calendar

Requirements:

- Successful completion of Level II training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Working knowledge of MS Office suite

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Community Outreach Specialist Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities:

Attend community events in order to raise awareness about The James House and the services we offer. This position requires someone with an outgoing personality who is capable of interacting with all types of people.

- Coordinate pick up materials in advance of the event if necessary
- Arrive at least 15 minutes prior to the start of the event
- Carry and lift up to 25 lbs.
- Set up a resource table and display TJH materials
- Dress professionally and wear a James House Volunteer name tag
- Speak intelligibly about services and our mission
- Facilitate activities such as Healthy/Unhealthy Continuum and Question Wheel
- Disassemble resource table and return items to The James House
- Provide VAdata numbers to Hannah Donnelly, Resource & Volunteer Coordinator following event if necessary

Requirements:

- Successful completion of Level II training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Maintain reliable transportation

The position requires night and weekend hours and potential local travel. The James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

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Crisis Hotline Specialist Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities:

Crisis intervention by telephone, which may result in and include companion services for people who have experienced sexual or domestic violence (and their families) to hospitals, police stations, and other service providers. Crisis Hotline Specialists offer emotional support and information to survivors (and their families/friends) when in crisis.

- Answer the TJH hotline during your designated shift
- Respond to all calls within 5 minutes
- Offer crisis intervention, support, and referrals as appropriate
- Assist clients with locating shelter
- Ask caller's permission to follow up in x days (next business day)
- Be available to provide accompaniment to the emergency room or police station while on duty
- Report all calls to Hannah Donnelly, Resource & Volunteer Coordinator within 24 hours
- Provide details of call to Hannah Donnelly, Resource & Volunteer Coordinator (for VAdata)
- Update/verify the on-call contact information online at the beginning and end of each shift

Requirements:

- Successful completion of Level III training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Commit to a minimum of 5 shifts a month on-call (one of which will be Friday, Saturday, or Sunday)

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Client Services Specialist Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities:

Co-facilitate domestic violence, sexual violence, and childhood sexual abuse support groups for adults, teens, and/or children in order to help participants process their experience, learn and put into practice healthy coping strategies, deal with short and long term effects of the violence, identify a support system, and identify and access community resources. Guide participants in group discussions and hands-on activities.

- Meet with facilitator at least once prior to start of group
- Arrive at least 15 minutes prior to the start of each session or group
- Dress professionally
- If requested by facilitator, prepare and bring materials to a session or group
- Assist facilitator with set up
- Provide crisis intervention for group members if/when they are triggered and leave the room
- Facilitate group if/when the other facilitator leaves the room
- Assist facilitator with follow-up planning if necessary
- Inform facilitator immediately if you are triggered or are uncomfortable for any reason
- Inform facilitator at least 24-hours in advance if you will be absent (if possible)
- Assist facilitator with clean up
- Stay with facilitator until all clients have left the building

Requirements:

- Successful completion of Level III training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet
- Maintain reliable transportation

This position requires evening hours and potential local travel. The James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

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Accompaniment Specialist Job Description

Responsible to: Hannah Donnelly, Resource & Volunteer Coordinator

Responsibilities: Provide court accompaniment for clients seeking protective orders or civil remedies related to domestic and/or sexual violence.

- Arrive 10 minutes prior to the scheduled court session or agreed upon meeting time
- Do not wear a James House name tag
- Advocate on behalf of clients as needed
- Offer emotional support to clients and secondary clients as needed
- Assist with preparation of individualized safety plan
- Educate clients about court processes and procedures
- Provide referrals to appropriate community resources and services
- Validate and support clients on their decisions
- Ensure clients understand any paperwork/follow up required
- Ensure clients understand process for following up with James House staff members
- Ask permission to follow up in x days (next business day)

Requirements:

- Successful completion of Level III training and all Volunteer Service Modules
- Attend volunteer meetings and in-service programs
- Sign and adhere to the Ethical Obligations Agreement and Confidentiality Policy
- Demonstrate strong communication skills
- Successful State and Federal background checks (criminal history, abuse allegations)
- Be highly dependable and punctual
- Maintain a working telephone and valid email address
- Access to the internet

This position requires daytime hours and local travel. The James House is an Equal Opportunity/Affirmative Action employer and is a drug-free, smoke-free workplace. People traditionally marginalized in the workplace are strongly encouraged to apply.

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