abused Deaf women's advocacy services

On-Site Support Staff

Support residents, keep housing operations moving, and help make ADWAS's shelter and supportive housing spaces safe, responsive, and welcoming.

EMPLOYMENT Full-Time, Non-Exempt	**REPORTS TO** Operations Director
LOCATION Seattle, Washington	**SCHEDULE** Full-time; includes after-hours and weekend support; occasional on-call duties as assigned.

ABOUT ADWAS

Abused Deaf Women's Advocacy Services (ADWAS) supports Deaf, DeafBlind, and DeafDisabled survivors of domestic violence and sexual assault and provides prevention education to the community.

WHY THIS ROLE MATTERS

The On-Site Support Staff works directly with residents and with the practical day-to-day needs of ADWAS's supportive housing and emergency shelter programs. The role blends resident support, after-hours response, building and unit turnover tasks, and detailed housing paperwork follow-up. OSSS also takes a lead role in tracking housing paperwork deadlines and outstanding items so residents and staff know what still needs attention.

Responsibilities

Resident and Shelter Support

- Respond to supportive housing and shelter residents' needs, complaints, and requests for assistance in a timely and respectful manner.
- Assist with shelter screenings, move-ins, after-hours shelter check-ins, unit turnovers, and shelter and resident lockouts.
- Respond to emergencies using sound judgment and established agency procedures; communicate concerns to the Operations Director and appropriate staff.
- Help residents address conflicts while maintaining professional boundaries and providing trauma-informed support.
- Assist with survivor files and document work and incidents accurately and on time.

Building and Physical Turnover Support

- Assist with unit turnover work, including basic repairs, painting, cleaning, moving items, and assembling furnishings, in coordination with Operations and Facilities.
- Support building monitoring after hours and on weekends, help maintain appropriate access to the building and units, and help ensure building rules are followed.
- Maintain shared spaces so they are safe, welcoming, and accessible.
- Coordinate with Facilities and Operations on maintenance requests and vendor access and visits.

Housing Paperwork Tracking and Follow Up

- Participate in the Housing Paperwork Team with PASS, Prevention/Program Support Staff, OSSS, and the Operations Director to complete move-in and move-out checklists, SHA annual paperwork and recertifications, and WSHFC annual paperwork and recertifications.
- Help residents complete forms, gather required documents, and submit materials to SHA and other applicable agencies, following Operations Director review requirements.
- Cross-train in the full housing paperwork process and provide coverage for other team members as needed.
- Maintain the housing paperwork tracker, including deadlines, completion status, missing documents, submission dates, and outstanding items.

- Track paperwork across the team and follow up with residents, staff, SHA, and other applicable agencies to move outstanding items toward completion.
- Bring delays, approaching deadlines, and unresolved items to the Operations Director for review and direction.

Team Responsibilities

- Maintain the confidentiality of resident and program information and communicate accurately with the team.
- Participate in staff meetings, training, and cross-team work. Practice ADWAS's mission and core values and continue learning about oppression and cultural responsiveness.
- Provide support for other ADWAS programs and perform other duties as assigned.

Required Qualifications

- At least two years of involvement in Deaf or DeafBlind communities, paid or volunteer.
- Fluency in American Sign Language.
- Knowledge of domestic violence and sexual assault issues.
- Ability to work effectively with people from diverse backgrounds, maintain appropriate professional boundaries, and remain professional in challenging situations.
- Basic repair and practical skills for minor fixes, painting, cleaning, and unit turnover tasks.
- Ability to work independently, use a computer, organize records, track deadlines, and communicate with a supervisor.

Training Expectations

- Complete the initial 50-hour domestic violence and sexual assault training.
- Complete "Making a CPS Referral: A Guidance for Mandated Reporter" training.
- Participate in ongoing domestic violence and sexual assault training each year.

Essential Functions and Work Environment

ADWAS will work with employees with disabilities to provide reasonable accommodations for essential duties.

- Move throughout the building and community and perform hands-on turnover and light maintenance tasks.
- Move furnishings, supplies, and equipment using appropriate assistance and equipment as needed.
- Use a computer and standard office equipment and prepare clear records and reports.
- Respond to changing resident and building needs, prioritize tasks, and make decisions within agency procedures.
- Work indoors and outdoors as duties require, including after-hours and weekend building support.
- This position does not supervise staff.

Equal Opportunity

ADWAS is an Equal Opportunity Employer. Deaf, DeafBlind, DeafDisabled, S/CODA, hard of hearing, survivors of interpersonal violence, BIPOC, and LGBTQIA+-identified persons are encouraged to apply. ADWAS will not discriminate against any employee or applicant because of race, color, gender, age, sex, ethnicity, income, military status, religion, national origin, pregnancy, marital status, sexual orientation, gender identity, gender expression, political ideology, ancestry, status as a domestic violence or sexual assault survivor, or the presence of any sensory, mental, or physical disability. Such action shall include, but not be limited to, employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training. This policy of nondiscrimination shall be posted in conspicuous places and made available to all applicants.