

JOB DESCRIPTION: SHELTER ASSISTANT **(as of October 2025)**

Overview:

The Shelter Assistant supports the overall functioning and management of WAO's Shelter, focusing primarily on assisting with shelter operations and providing dedicated children's education support. She is under the direct supervision of the Shelter Officer and the overall supervision of the Services Manager and Executive Director.

Key Responsibilities:

Shelter Operations, Activities and Planning (40%)

- Coordinate and implement programmes for residents (women and children), ex-residents, and FFC clients in collaboration with the shelter team.
- Attend to emergency needs of clients or shelter maintenance, adhering to WAO's policies and code of conduct.
- Support harmony among residents and mediate interpersonal issues when they arise.
- Assist the Shelter Officer in maintaining shelter cleanliness, ensuring a safe and secure environment for all residents.
- Support the Shelter Officer with inventory management, including regular tracking and replenishing of groceries and essential shelter supplies.
- Assist with coordinating shelter maintenance and promptly report any maintenance needs.

Documentation, Administration and General Duties (30%)

- Provide administrative support to the Shelter Officer and Services Manager, including documentation of shelter inventory, purchases, and donations.
- Assist in preparing statistical and expenditure reports related to shelter clients.
- Attend WAO-organised trainings, such as first aid, safety, childcare, and trauma-informed care, integrating knowledge into daily operations.
- Support the Shelter Officer and other staff members with ad-hoc activities, programmes, and crisis response as directed.

Child Care and Resident Support (30%)

- Provide a safe, nurturing, and conducive environment for residents (women and children) residing in the shelter.
- Establish positive relationships with residents, engaging with them in a respectful, caring, and supportive manner.
- Monitor children's physical health, behaviour, and emotional well-being, reporting any concerns immediately to the Shelter Officer or Social Worker.
- Assist children with their educational needs, including basic academic support and emotional encouragement.

- Document observations regarding children's development, flagging any concerns to the appropriate personnel.
- When necessary and approved, accompany residents to external activities, such as clinic visits.

Knowledge, Skills, and Abilities:

- Commitment to feminist principles and alignment with WAO's vision, mission, and core values.
- Basic knowledge of shelter operations, child development principles, and trauma-informed care.
- Ability to communicate compassionately and effectively with both adults and children from diverse backgrounds.
- Strong organisational skills and ability to assist effectively with administrative tasks.
- Emotional resilience, patience, and ability to handle stress effectively.
- Willingness to learn, adapt, and apply new skills in a supportive environment.
- Bilingual proficiency is advantageous.

Qualifications:

- A combination of relevant education and experience in child care, shelter operations, social work, psychology, or a related field.
- Completion or willingness to participate in WAO-organised training programmes in childcare, shelter management, and related areas.