



Inspire Action for Social Change

Considerations: Desired Qualities of Visitation Center Staff

- Self-awareness and the ability to set aside personal biases and beliefs.
- Willingness to address power differentials and privilege and the impact that has on building relationships and trust.
- Ability to set strong boundaries around personal wellbeing.
- Able to work in the complexities of people's lives. Willingness to be in the grey of people's experiences.
- Ability to hold compassion and understanding for survivors, children, and people who use violence.
- Comfortable working with people who use violence.
- Ability to learn and grow without feeling defensive. Capable of receiving feedback and being willing to change.
- Able and willing to ask for help and support.
- Clear philosophical understanding of domestic violence.
- An understanding of cultural humility and the ability to be responsive to diverse and unique needs.
- Non-judgmental and awareness of personal judgments with the ability to self-monitor and set them aside.

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Not intended as model practice but rather suggestions for consideration.

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- Compassion and the ability to show respect to every person who uses center services.
- The ability to manage multiple needs, expectations and safety issues simultaneously.
- The ability to make clear decisions and remain calm in chaotic circumstances while being pressured or confronted by others.
- The ability to make decisions and defer decision-making to other staff when necessary.
- The ability to manage conflict effectively and model healthy communication styles.
- Can continue to work effectively while strong emotions are being expressed.
- Sense of humor.
- Holds respect and empathy for self and others.
- Ability to solve complex problems, respond quickly in a crisis, and deal with a variety of concrete variables in situations where there may not be directives nor a lot of clarity.
- Acts professionally and ethically at all times and maintains positive, cooperative, and productive working relationships with colleagues and collaborative partners.
- Ability to maintain a non-judgmental attitude when working with others whose values and beliefs may be in contrast with their own values and beliefs.
- Ability to maintain confidentiality.
- Ability to function under stressful conditions; able to work independently as well as part of a team; consistently demonstrate effective listening skills and common sense.

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- ❑ The ability to be tolerant of frequent interruptions.
- ❑ The ability to demonstrate a courteous, caring, and understanding attitude towards program participants, co-workers, and community partners.

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