

Honorable Pula'ali'i Nikolao Pula
Governor

Honorable Pulumata'ala Ae Ae Jr.
Lieutenant Governor



Titiaoalii Dr. Asenati Ietitaia Sa'au-Umi
DHR Director

Max Tuitele
Deputy Director

Falo Johansson
Deputy Director

AMERICAN SAMOA GOVERNMENT
DEPARTMENT OF HUMAN RESOURCES
PAGO PAGO, AMERICAN SAMOA 96799

JOB ANNOUNCEMENT

Job Title: <i>Shelter Worker I</i>		Posting Date: <i>July 24, 2026</i>	Serial No.: <i>111-26</i>
Department/Division: <i>Human & Social Services</i>		Closing Date: <i>July 31, 2026</i>	Announcement No.: <i>111-26</i>
Type of Position: <i>Permanent Appointment</i>	Posting Type: <i>Employment Opportunity/ Open to the Public</i>	Pay Grade and Salary Range: <i>GS-09/\$16,467 - \$41,817p.a.</i>	

General Description:

Provides a safe haven shelter for women, children and families who are victims of abuse, neglect and domestic violence.

Key Duties and Responsibilities:

- Carries out variety of duties related to the operation of the children's emergency shelter and battered women's shelter. Duties to include accepting referrals based on pre-determined criteria, in-taking and orienting clients, providing support that meets the needs of clients entering the shelter (including but not limited to the provision of food, clothing and support toward the resolutions of issues that have rendered them to be placed in the shelter).
- Answer calls to the 24-hour crisis line, as well as providing crisis intervention, referrals, and support to callers in seeking assistance from other professionals and/or resources.
- Follow-up on immediate client crisis by performing duties such as notifying emergency services, branch manager or supervisor and assigned case worker.
- Reviews each client plan and completes and maintains computerized records of each client during each shift.
- Duties to include documenting interactions with clients, debriefing, completing individual files and administering medication as prescribed.
- Maintain a daily log of activities occurring during each shift, (individuals entering/exiting the buildings, and all incoming phone calls).
- Provides guidance and supervision to all clients. Duties include monitoring/ observing client behavior during both indoor and outdoor recreation/activities. Also, aides in

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support of providing basic educational skills (reading, math, spelling, and English, arts and crafts).

- Assist with perform duties of on-call (after hours when called upon to respond to emergency situations).
- Responsibilities include assessing client safety, evaluating and determining placement for clients, assisting and providing support for clients in need of medical attention at hospital (transportation to/from, obtaining medication, obtaining medical and all police reports).
- Providing transportation for clients: to and from the shelter and various destinations (court, school, hospital, main office, visits, and other service locations as needed).
- Contribute to the overall cleanliness and upkeep of the two shelters. Responsibilities include but are not limited to laundry, yard work, cleaning and sanitizing bathroom area, bedrooms, kitchen and all other common area, as well as other facility areas as needed.
- Support client individual care (preparing/cooking meals) and cleanliness/personal hygiene as needed (bathing of clients as deem appropriate).
- Participates in division planning program such as attending bi- weekly meetings, division meetings, in-services, workshops and trainings as well as department quarterly meetings.
- Immediately reports to the supervisor/manager occurrences involving risk of harm to a client or matters of concern affecting agency function.
- Perform other job duties as assigned.

Knowledge, Skills, and Ability:

- Effective team player who is honest, non-judgmental, and non-intrusive.
- Ability to effectively analyze situations quickly and apply sound judgment.
- Bi-lingual (English and Samoan).
- Ability to work and build rapport with others.
- Oral and written communication skills and positive interpersonal relation skills.
- Crisis Intervention Counseling and knowledge on community resources.
- Knowledge of child abuse and neglect, domestic violence and their impact on families.
- Knowledge of community resources.
- Good computer skills include but are not limited to Microsoft Word and Excel Spreadsheet.
- Demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, and religious backgrounds.
- Experience in related fields and training in working with children and families.
- Must have a reliable transportation available for work-related purposes and/or a valid American Samoa driver's license.

Academic and Experience Requirements:

- Applicant must have an associates degree from an accredited university or college plus four (4) years of work-related experience.
- Years of progressively responsible working experience may be substituted for a portion of the academic requirement.
- Salary will be adjusted according to experience.

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Complete information concerning this vacancy may be obtained from the Personnel Division of the Department of Human Resources, or please contact the Recruitment unit at 633-4485/633-4000.

Fa'afetai tele,



Titiaolii Dr. Asenati Ietitaia Sa'au-Umi
Director, Department of Human Resources

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