



Shelter Advocate

Job Description

Supervisor: Shelter Manager	Status: Full Time Non-Exempt
Position Summary: The Shelter Advocate is responsible for providing support, advocacy and case management services to adult and child survivors of domestic violence, primarily within the residential shelter facility. This role also provides coverage for the crisis hotline and shelter front desk. Based on the role of the advocate, may be assigned specialty areas of advocacy and provide on call responsibilities on a rotating basis.	
Effective Date: 6/1/17	

ESSENTIAL FUNCTIONS:

- Provides for the immediate emotional, psychological, and physical health and safety needs of clients, including crisis intervention, safety planning, and assistance with filing orders of protection.
- Provides personal advocacy and emotional support to clients, by completing assessments, identifying strengths and needs, helping clients manage practical problems caused by experiencing domestic violence, finding resources, providing meaningful referrals, and offering follow-up support.
- Provides ongoing case management and support to clients through meetings and regular contact to focus on client-identified goals and needs. Ensure that safety planning and education about domestic violence is provided to empower clients to make decisions.
- Supports and advocates for shelter clients, while being a positive role model, through problem solving and conflict resolution to ensure that a consistent, safe, secure, community living environment is available to everyone.
- Answers the crisis hotline and provides guidance and assistance to ensure callers are provided with necessary resources, guidance and safety plans. Ensure relevant community resources and communication techniques are utilized to provide effective crisis intervention with individuals requesting assistance.
- Multi tasks while covering the shelter front desk by monitoring security and safety of the shelter and campus, administering intakes for new clients, and providing immediate requests for clients in shelter.
- Thoroughly completes intakes for new clients and ensure that proper information is documented accurately.

- Participates in continuous quality improvement activities such as maintaining QA standards and ensuring accurate and timely data entry and reporting.
- Maintains the shelter facility in a clean, organized fashion by providing a variety of housekeeping functions on a daily basis.
- Follows all Hope House service philosophies, policies, and procedures.
- Performs other duties as requested.

Based on the role the advocate holds, the following may apply:

- Develops specialty area and ensures that all clients and advocates are educated on the topics, facilitates group meetings, and provides relevant resources.
- Provides on call assistance to shelter operations, on a rotating basis, by assisting and advising advocates regarding shelter matters and working additional shifts, if needed.

REQUIREMENTS – The Shelter Advocate must have the ability to:

- Maintain appropriate boundaries when working with program participants and staff;
- Maintain confidentiality, neutrality, and professionalism in role;
- Multi task and work in a fast paced environment;
- Travel to various meetings in the community and between both locations;
- Transport clients in own vehicle or in the company vehicle with a valid driver’s license and current motor vehicle insurance;
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds;
- Demonstrate basic computer skills;
- Demonstrate excellent organizational skills and follow through;
- Demonstrate general knowledge of the dynamics and causes of domestic violence and a commitment to end domestic violence as a social problem;
- Adapt to change productively and handle other tasks as assigned;
- Arrive to work promptly and regularly;
- Concentrate and perform accurately;
- Work a variety of schedules, depending upon the needs of the program;
- Work under the stress of deadlines; and
- Demonstrate strong written and oral communication skills.

Post offer, pre-employment screening requires successful completion of a Children’s Division screening and criminal background check; and valid driver’s license, current motor vehicle insurance, and acceptable motor vehicle record report.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- Bachelor’s degree from an accredited program of social work or comparable human services field; OR appropriate training, experience, and supervision; and
- Possess or have the ability to obtain certification in basic first aid and CPR before working alone in the shelter facility.

PREFERRED QUALIFICATIONS

- Previous experience working with survivors of domestic violence
- Bilingual with any second language
- Knowledge of local community resources
- Prior customer service experience, preferably in a stressful environment

PHYSICAL/WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, climb, hear and reach with hands and arms. The employee may occasionally lift and or move objects weighing up to 25 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, depth perception and ability to focus. Individuals in this position must be able to perform CPR continuously for at least 15 minutes.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

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