



## JOB DESCRIPTION

<b>JOB TITLE: Shelter Advocate</b>	
<b>Job Family:</b> Advocates and Other Direct Service	<b>Supervisor:</b> Shelter Manager
<b>Classification:</b> Full-Time; Non-Exempt; Hourly	<b>On-Call Responsibilities:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Expected Schedule/Hours of Work:</b> 40 Hours per Week Evening and/or weekend shifts required	
<b>Title(s) of Immediate Subordinates:</b> N/A	<b>Total Number of Employees Supervised:</b> Directly: 0 Indirectly: 0

### POSITION SUMMARY:

The Shelter Advocate is responsible for providing support, advocacy, and resource/referral services to adult and child survivors of domestic violence, primarily those who are residing in the shelter/hotel facility. The Shelter Advocate also provides coverage for the crisis hotline and shelter front desk, and participates in on-call coverage on a rotating basis.

### ESSENTIAL FUNCTIONS:

- Provide for the immediate emotional, psychological, and physical health and safety needs of clients, including crisis intervention, safety planning, lethality assessments, and assistance with filing orders of protection.
- Provide personal advocacy and emotional support to clients by helping clients manage practical problems caused by experiencing domestic violence, finding resources, providing meaningful referrals, and offering follow-up support.
- Support and advocate for shelter clients while being a positive role model through problem solving and conflict resolution to ensure that a consistent, safe, and secure community living environment is available to all residents.
- Answer the crisis hotline and provide guidance and assistance to ensure callers are provided with necessary resources, crisis intervention services, and safety plans.
- Multi-task while covering the shelter front desk by also monitoring the security and safety of the shelter and campus, completing intakes with new clients, and fulfilling immediate basic needs requests in shelter.
- Thoroughly complete intakes and initial advocacy sessions with new clients and ensure that all information is documented accurately.
- Participate in continuous quality improvement activities such as maintaining QA standards and ensuring accurate and timely data entry and reporting.
- Maintain the shelter facility in a clean and organized fashion by completing a variety of housekeeping functions on a daily basis.
- Provide on-call assistance on a rotating basis to ensure 24-hour coverage in the shelter facility.
- Follow all Hope House service philosophies, policies, and procedures.



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- Perform other duties as requested.

### IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- Maintain appropriate boundaries when working with clients and agency personnel
- Maintain confidentiality, neutrality, and professionalism in the role.
- Multi-task and work in a fast paced environment.
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.
- Demonstrate basic computer and digital literacy skills.
- Demonstrate strong 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.
- 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.

### WORK ENVIRONMENT and PHYSICAL DEMANDS

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.

### TRAVEL REQUIREMENTS

This position will be required to travel between Hope House locations (including the hotel). Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

### EDUCATION AND EXPERIENCE:

#### *MINIMUM QUALIFICATIONS:*

- A bachelor's degree in social work or comparable human services field or appropriate training and experience.
- Possess or have the ability to obtain certification in basic first aid and CPR.



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**PREFERRED QUALIFICATIONS:**

- Bilingual in English and Spanish.
- Prior experience working with survivors of domestic violence.
- Knowledge of local community resources.
- Prior customer service experience, preferably in a stressful environment.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.*

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