

Solutions Center Job Description – Support Shelter Advocate

Job title: Support Advocate

Reports to: Program Coordinator

FLSA Status: Hourly non-exempt

Classification: Full-time, Part-time, and Temporary

Department: Domestic Abuse Shelter

Revision Date: 1/1/2018

Position summary: Responsible for responding to immediate needs of victims of domestic violence, assisting with program and facility needs and assisting with community education and outreach activities as assigned. This includes providing non-residential and crisis intervention services for victims of domestic abuse, their families and the community by answering hotline calls; assisting walk-in's; meeting with victims one-on-one; assisting shelter residents with daily living needs; and providing general support and shelter coverage.

The Support Shelter Advocate also documents services provided to clients through record databases, prepares rooms for new residents, conducts house checks, and attends supervision and team meetings. All positions are awake positions. Work shifts may include days, evenings, weekends, overnights and holidays to ensure adequate coverage of the shelter program. Position requires flexibility with work shifts due to illnesses, vacation and holidays. Extra shifts may be assigned by supervisors, as needed, for full coverage.

Must be able to represent the mission, values and philosophy of Solutions Center to program participants, employees, and the general public. Model and promote attitudes of non-violence, anti-oppression, inclusiveness, and power-sharing in all facets of position responsibilities, especially when working with community partners. Be an outspoken voice against violence against women and children, teen dating violence, sexual assault, rigid gender roles, and norms of masculinity within the community through conversation, trainings, social media, and one-on-one conversations.

This position is funded by the Department of Children and Families Basic Services grants and the Department of Justice VOCA grants. This position is responsible for ensuring compliance with grant funded activities and time allocation to funded sources.

Principle Duties and Responsibilities:

Direct Client Services

- Adhere to agency policies and work rule including client confidentiality and child abuse reporting. Maintain professional boundaries with all clients. Adhere to organization code of ethics.
- Works with clients by phone, email, and in-person meetings.
- Provides information and advocacy services and support to victims of domestic abuse, human trafficking, stalking, sexual assault, and their children or families.
- Provide crisis line, office and shelter coverage. Provide immediate crisis needs of clients. Manage incoming calls and walk-ins and complete necessary documentation.
- Provides information and referrals for community resources.
- Provides education to clients about the dynamics of domestic abuse and their options available.
- Assists clients with safety planning, identifying options and problem-solving.
- Provide support and positive role modeling to assist with managing group dynamics of residents and children. Addresses any communal living concerns with residents and maintains documentation of the discussions, if needed.

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- In conjunction with the Service Advocates, take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.
- Interacts sensitively with traumatized populations and handles crisis appropriately.
- Models and actively promote positive, nurturing interactions between adults and children in shelter.
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
- Assist with shelter intakes, orientations and discharge of shelter residents. Complete exit surveys for residents moving out of shelter.
- Assist clients in identifying and fulfilling needs.
- Oversee house security and safety procedures. Facilitate problem solving for shelter conflicts and crises. Encourage and model appropriate shelter interactions.
- Keep supervisor informed of high-risk situation in work with clients.
- Other duties as assigned.

Other Responsibilities:

- Complete all required service documentation in a thorough and timely manner.
- Participate in organization grant and contract reporting as directed by supervisor.
- Assist with the daily upkeep, cleanliness and maintenance of the shelter, including chores, as assigned.
- Pack client belongings as needed; cleans/sanitizes rooms after clients exit; prepares room for next client.
- Assist with stocking, portioning and distributing food and other supplies meant for client use.
- Assist with shelter organization and donation processing.
- Consult with supervisor in weekly meeting about client concerns, workload management, professional development and other areas.
- Maintains strict standards of confidentiality.
- Attending trainings and continuing education activities as assigned.
- Active participation in program meetings about client needs, scheduling, and other team issues.
- Attending other organization staff meetings as required.

Work Environment and Physical Demands:

- Work is primarily performed in a secured residential facility setting with communal areas, as well as in an office setting.
- Work requires ability to ascend or descend stairs, as well as the agility to move about and position self efficiently to perform physical tasks and address emergency situations.
- Position requires the ability to monitor and observe the activities of clients, and children of clients, within the facility.
- Regularly exposed to cleaning products, chemicals and solvents. Occasionally works in outdoor weather conditions.
- Routinely requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted, while ascending or descending stairs.

Qualifications and Skills:

- Four year college or university degree, or current school enrollment towards a human services field. Relevant experience can be substituted for a degree.
- Knowledge of issues that affect victims of domestic violence and their children.
- Bilingual preferred.
- Experience in a residential facility setting preferred.

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- Experience working with trauma survivors preferred.
- Experience in crisis intervention preferred.
- Ability to work sensitively with traumatized populations and to handle crisis effectively.
- Excellent judgment, an ability to exercise discretion and tact in difficult or confidential situations and an ability to project a positive, professional image to the public.
- High degree of flexibility and ability to problem solve.
- Demonstrate ability to work with diverse populations.
- Ability to work independently and as a member of a team.
- Effective oral and written communication skills with clients, coworkers and community partners.
- Excellent organizational skills.
- Leadership and positive representation of the organization in the community.

Other Requirements:

- Completion of the Solutions Center New Advocate Training program.
- Satisfactory Criminal Background Check.
- Must obtain or maintain account with a financial institution for direct deposit of paychecks.

Acknowledgement:

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

The employee's signature below constitutes the employee's understanding of the requirements, functions and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date _____

Supervisor Signature: _____ Date _____