



Position: Shelter Advocate

Supervisor: Shelter Director

Position Description:

This professional is responsible for answering the crisis line, responding to shelter residents' needs and performing emergency admissions. In addition, this position provides prevention and intervention services to callers to decrease domestic violence in our community. This is a frontline direct service staff position.

Core Values of Staff

Our work is grounded in our values, which embody the hope that we have for breaking the cycle of intimate partner violence in our society. We live these values in our daily work and foster these values in the community partnerships that are essential to the success of those we serve.

- *Safety*
 - We ensure the protection and confidentiality of clients, staff, and volunteers.
- *Respect*
 - We are accountable, engage in clear communication, collaborate, and embrace differences in our work and in our interactions.
- *Equality*
 - We offer each client the opportunity to reach their defined goals by receiving individualized, person-centered services.

Minimum Qualifications:

- Bachelor's Degree in the field of Social Work or five (5) years of experience working in customer service, homeless or domestic violence shelters
- Knowledge of domestic violence and its impact on victims
- Proficient in Microsoft Office, Acrobat Adobe and statistical databases
- Certification in First Aid and CPR
- Knowledge of community services and resources
- Empowerment-based advocacy/counseling skills, such as assessment planning, problem solving, crisis intervention and reflective listening
- Ability to work with culturally diverse groups
- Twenty-one (21) years of age with a valid drivers' license
- Available to work flexible, but, established hours based on the needs of the shelter
- Ability to work in a team environment

Roles and Responsibilities:

- Manages communication office and provides shelter services during shift
- Answers crisis hotline calls in a pleasant and professional manner
- Shows hospitality and respect to shelter residents and hotline callers
- Documents shelter activities in logbook and in the Caseworthy database
- Monitors housekeeping chores and daily activities of residents and resets rooms for next shelter guest
- Provides assistance to shelter volunteers and assists with training as requested
- Provides conflict resolution assistance to shelter residents
- Maintains safety and security of shelter, conducts safety checks and safety drills
- Completes annual training hours required by CJCC standards
- Responds to client needs in house and on the crisis line
- Conducts residential intakes, exit interviews and safety planning
- Oversees meal preparation and ensures food is easily accessible for clients
- Completes client and statistical documentation in Caseworthy database
- Fosters and maintains excellent, professional working relations with staff and volunteers and functions as part of a team
- Performs other duties as assigned