



## Position: Part-Time Shelter Advocate

Supervisor: Shelter Manager

## 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 front line staff position.

## Core Values of Staff

- *Compassion:* We act with compassion toward others and work for the good of others, respecting people as the authors of their own lives.
- *Client Centered Service:* We work to achieve client satisfaction, both internal and external.
- *Integrity:* We act with integrity that promotes the highest confidence, trust and accountability.
- *Leadership:* We demonstrate leadership in our organization and throughout the communities we serve.
- *Teamwork:* We work as a team, achieving mutual goals and objectives collaboratively and collectively.

## Minimum Qualifications:

- Bachelor's Degree or five (5) years of experience working in a domestic violence program required
- Knowledge of domestic violence and its impact on victims
- Proficient in Microsoft Office and statistical databases
- Certification in First Aid and CPR
- Knowledge of community services and resources and how to access them/knowledge of community social service organizations and their functions and services
- Empowerment-based advocacy/counseling skills, such as assessment planning, problem solving, crisis intervention and supportive techniques
- 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
- Bilingual in Spanish preferred



## Roles and Responsibilities:

- Manages communication office and provides shelter services during shift
- Answers crisis hotline calls. Documents shelter activities in logbook and in the APRICOT database
- Monitors housekeeping chores by residents
- 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
- Attends Crisis Line Training and In-Service Training as required
- Responds to client needs
- Conducts exit interviews and safety planning
- Supervises and oversees meal preparation and service
- Completes client and statistical documentation in APRICOT database
- Fosters and maintains excellent, professional working relations with staff and volunteers and functions as part of a team
- Works a minimum of twelve (12) hours weekly and a maximum of twenty (20) hours weekly
- Performs other duties as assigned

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Shelter Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
VP of Shelter Services & Supportive Housing

\_\_\_\_\_  
Date

\_\_\_\_\_  
President & CEO

\_\_\_\_\_  
Date