



Position: Shelter Advocate Part-Time

Supervisor: Shelter Manager

Position Description:

This professional is responsible for working primarily the weekends, for any shift (1st, 2nd or 3rd) answering the crisis line, responding to shelter residents' needs and performing shelter intakes, maintaining the cleanliness of the shelter by completing chores as needed. 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 primarily operating in Fulton County or Gwinnett County.

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 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 and work with a team
- 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

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 and fills the gap when housekeeping chores are not completed
- 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
- Performs other duties as assigned