



JOB DESCRIPTION

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| Position Title: | Shelter Advocate |
| Reports To: | Residential Programs Director |
| Supervises: | N/A |
| FLSA Status: | Non-Exempt |
| Last Revised/Approved: | July 2022 |

Position Summary:

The Shelter Advocate is responsible for providing services to shelter residents and their children including guidance, support, information, and advocacy. The Shelter Advocate will also establish and maintain working relationships with community institutions which serve children and families.

Essential Duties and Responsibilities:

1. Meets with residents and children regularly to provide social/emotional support and education.
2. Participates in the admission process for those requesting shelter, welcoming and orienting new residents.
3. Conducts intake interviews with residents to assist with initial and ongoing needs assessments to develop action plans; and conduct exit interviews with departing residents.
4. Facilitates weekly house meetings.
5. Provides or secures childcare for children in shelter as needed.
6. Oversees shelter maintenance and ensures cleanliness.
7. Accepts, organizes, and distributes shelter donations.
8. Networks with service providers to establish connections and gain/maintain knowledge of resources.
9. Maintains current and accurate records, reporting data as required by the agency and its funders.
10. Participates in agency, interagency, and community meetings as required, serving on committees and groups as necessary and/or appropriate.
11. Participates in education and training sessions at the agency and in the community.
12. Provides First Call and Staff Back-Up coverage to the helpline.
13. Performs other tasks and projects as assigned.

General Expectations:

1. Be committed to the Agency's mission, vision, and values.
2. Interacts harmoniously and effectively with others, focusing upon the attainment of Agency goals and objectives through a commitment to teamwork.
3. Provides the highest level of client and internal customer service possible.
4. Follows established policies and procedures and complies with all safety requirements.
5. Communicates in an open, respectful, and honest manner with everyone.
6. Communicates proactively with the supervisor regarding workflow, problems, suggestions, etc.
7. Conforms to acceptable attendance/punctuality standards as expressed in the Employee Handbook.
8. Performs the required amount of work in a timely fashion with a minimum of errors.
9. Maintains personal appearance and hygiene as appropriate to the position.
10. Adheres strictly to confidentiality of client, co-worker, and internal agency information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations 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, climb stairs, sit (including prolonged sitting), talk, and listen. The employee is also required to operate a computer using a standard keyboard and mouse; use a fax machine, printer, scanner, and copier; and communicate using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may occasionally lift and/or move up to 50 pounds.

Work Environment:

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a general office environment where the noise level is low. Work is occasionally stressful and requires ability to multi-task, meet deadlines, and successfully cope with the pressures which are related to the position. Some evening and weekend hours may be required.

Qualifications Needed for Position:

Experience and Skill Requirements:

- Knowledge of domestic violence and its impact on victims, the community, and child development.
- Knowledge of mental health and/or substance abuse issues is preferred.
- Experience in residential services (including basic and routine facility maintenance) is preferred.
- Ability to work in a fast-paced, community living environment with a changing resident population
- Ability to prioritize work demands to meet client needs and emergencies.
- Experience with group facilitation.
- Demonstrated skills and experience in crisis intervention, human relations, and conflict resolution.
- Ability to handle emergencies in a calm manner and de-escalate situations.
- Ability to work collaboratively as well as independently.
- Ability to communicate effectively through excellent listening, oral and written skills
- Proficient in the use of Microsoft Office and other computer technology as required by the position.

Education Requirements:

- A minimum of a bachelor's degree at an accredited institution with a specialization in psychology, mental health and human services, behavioral health, behavioral sciences, social work, human development, special education, counseling, rehabilitation, sociology, nursing or closely related field, or a bachelor's degree at an accredited institution in an unrelated field and at least one (1) year of full-time equivalent relevant human services experience is preferred.
- Successful completion of CAIRET (Crisis Advocacy, Intervention, Response and Ethics Training for New Advocates) is required prior to or upon entering this position.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

** All requirements and skills are considered essential unless otherwise indicated **

External and internal applicants, as well as current employees who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of

the job change.

Employee Signature

Date

Supervisor Signature

Date