

**PROJECT WOMAN
POSITION DESCRIPTION**

JOB TITLE: Shelter Advocate
FLSA STATUS: Non-Exempt, Hourly
LOCATION: Emergency Shelter

EXPECTATION OF ALL EMPLOYEES

To support Project Woman’s mission and values by exhibiting the following behaviors: confidentiality and respect for all survivors and their families, Trauma-Informed Responses and Approaches, service excellence and job competence, collaboration and team player, and commitment to our community. All employees of Project Woman serve as role models of work and behavior standards for Project Woman in and outside of the work place including social media profiles and any other forums.

POSITION SUMMARY

Under the direct supervision of the Shelter Manager, the Shelter Advocate is responsible for providing support and advocacy to Survivors of domestic violence and their children in the emergency shelter, including assisting shelter residents with daily living needs and providing general support and shelter coverage.

The Shelter Advocate also documents services provided to survivors through the survivor records database, prepares rooms for new residents, conducts house checks, and attends supervision and team meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides trauma-informed direct services to survivors of domestic abuse and their children including support, advocacy, crisis intervention, safety planning, parenting support, information, and referrals.
2. Assists with the daily living needs of shelter residents.
3. Provides shelter orientations to survivors upon entry into shelter.
4. Completes intakes (both direct service and paperwork) within 24 hours of shelter entry.
5. Completes an exit survey with survivors leaving shelter as well as required exit paperwork.
6. Facilitates cooperative living, peer support, and resident participation in shelter programming.
7. Models and actively promotes positive, nurturing interactions between adults and children in shelter.

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8. Assists survivors with development and ongoing monitoring of Goal Attainment Plan
9. Communicates shelter expectations and communal living guidelines to residents as outlined in the shelter intake.
10. Promptly addresses difficulties or problems that arise per agency protocol; addresses any communal living concerns with residents and maintains documentation of the discussions.
11. Models non-violent conflict resolution and uses non-violent forms of guidance.
12. In conjunction with the Lead Shelter Advocate, takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.
13. Interacts sensitively with traumatized populations and handles crisis appropriately.
14. Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
15. Provides direct service to survivors on the Crisis Line during times when the Crisis Line is not covered by the administration office. Hours may vary.
16. Maintains all records accordance with agency policy and regulatory requirements including OHMAS Certification Standards, COA Accreditation, and Violence against Women Act.

Other Duties

- Creates and contributes to daily log entries to facilitate communication with co-workers regarding survivors or program updates and reviews daily log entries at the start of each shift.
- Consults regularly with Lead Shelter Advocates throughout each shift.
- Maintains record keeping as required and completes all paperwork and entries into the survivor's records database by the end of each shift.
- Completes house checks as assigned.
- Packs survivors/families belongings as needed; cleans/sanitizes rooms after survivors exit; prepares room for next survivor.
- Addresses emergency facilities issues as they arise.

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- Assists with stocking and distributing food and other supplies for survivors use.
- Maintains shelter office space in accordance with Shelter Program procedures.
- Maintains strict standards of confidentiality.
- Effectively manages priorities and tasks to meet deadlines.
- Utilizes critical thinking skills, exercises appropriate personal responsibility, and retains a positive outlook amidst challenging circumstances.
- Adheres to agency policies and work rules, including strict adherence to Project Woman confidentiality policies and code of ethics.
- Assists with monthly emergency evacuation/preparation drills
- Maintains agency forms as required.
- Attends agency and shelter team meetings as required.
- Attends trainings and continuing education activities as assigned.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- General knowledge of customer service skills;
- Ability to establish and maintain professional boundaries in working with survivors and their families.
- Ability to remain calm in crisis situations;
- Excellent interpersonal and communication skills;
- Caring, honest, and cooperative nature;
- Supportive, sensitive, and empathetic personality;
- Problem solving skills;
- Ability to be flexible;
- Ability to provide responsive services to a diverse population of program participants;
- Ability to maintain a positive attitude;
- Ability to work collaboratively and independently;

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- Ability to respect confidentiality of information learned through providing services; Consistently represent the mission and philosophy of the agency; and
- Maintain effective and cooperative relationships with community partners, participants, other employees, and volunteers.

COMPETENCIES:

- **Respectfulness & Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Commitment to Quality Service:** Builds and maintains survivor/community satisfaction with the services offered.
- **Team Focused & Collaborative:** Promotes cooperation and commitment within a team to achieve goals and objectives.
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Stress tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Professionalism and Personal Boundaries:** Conducts self within appropriate and expected professional boundaries and policies.
- **Conflict Management:** Helps others to effectively resolve complex or sensitive disagreements or conflicts.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Confidentiality, Integrity, Ethics and Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is primarily performed in a secured residential facility setting with communal areas.
- Work requires the 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.

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- Position requires the ability monitor and observe the activities of survivors and their families 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 50 pounds unassisted, while ascending or descending stairs.
- The Shelter Advocate is an awake position. Work shifts may include days, evenings, weekends, overnights, and holidays to ensure adequate coverage of the shelter program.

MENTAL DEMANDS

While performing the duties of this job, employees are regularly required to use written and oral communication skills; read confidential data, information and documents; analyze and solve non-routine and complex inter-personal issues on behalf of survivors; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with community partners, staff, vendors, survivors, the public and others encountered in the course of work, some of whom may be dissatisfied or abusive individuals. Employees must be able to control their emotions and remain calm. This is a high stress occupation and self-care is essential as is the ability to handle stress in a positive manner. Project Woman employees shall maintain standards of conduct that are empowerment-based and nonjudgmental.

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QUALIFICATIONS

- A minimum of a two year degree in a human services-related field, relevant experience may be substituted in lieu of a degree;
- Experience in a residential facility setting strongly preferred.
- Experience working with trauma survivors strongly preferred.
- Experience in crisis intervention preferred.

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- Excellent computer skills including knowledge of Microsoft Office preferred.
- Knowledge of domestic violence issues preferred.

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.

JOB RELATIONSHIPS

Supervises: None
Supervised by: Shelter Manager

Employee Name (please print): _____

Employee Signature: _____ Date: _____

Project Woman provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Project Woman complies with applicable state and local laws governing nondiscrimination in employment in every location in which the agency has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training. 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. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time with or without notice.