

**PROJECT WOMAN  
POSITION DESCRIPTION**

**JOB TITLE:** Shelter Advocate  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** Shelter

**EXPECTATIONS OF ALL EMPLOYEES**

Supports Project Woman's mission and values by exhibiting the following behaviors: confidentiality and respect for all clients, service excellence and job competence, collaboration and team player, and commitment to our community.

**POSITION SUMMARY**

Under the direct supervision of the Shelter Manager, provides programmatic support for Survivors and their families who are guests in the Emergency Shelter; serves as a Crisis Line Operator.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Performs all duties in keeping with Trauma-Informed Approaches and Responses.
2. Assists with daily activities within the home to engage survivors in skills development leading to recovery and self-sufficiency; assists survivors in recognizing safety issues and develop alternative strategies to maintain safety needs
3. Facilitate Survivor and Recovery focused activities; provide input to daily activities within the home; secure input from survivors toward pertinent and engaging activities.
4. Assist in ongoing needs and barrier assessment; engaging survivors toward goal and program completion, safety plan development and other supports as necessary and assigned.
5. Answers the Crisis Line; maintain documentation as required per agency policy
6. Writes daily status reports on shelter activities; maintains progress note/record of pertinent activity within 24 hour period to ensure timely and accurate status
7. Completes Admission and Discharge documentation as necessary.
8. Maintains client files in accordance with agency policy and regulatory requirements including OHMAS Certification, COA Accreditation, etc.

9. Performs other duties as needed, requested, or as assigned

**QUALIFICATIONS**

Associate degree preferred. Prior experience with human/social service organizations. Must have knowledge of domestic violence and sexual assault. Willingness to work flexible hours. Able to handle emotional/physical crisis with calmness and responsibility.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

Work is moderately active and can include standing and sitting for long periods. May require lifting up to 50 pounds.

**JOB RELATIONSHIPS**

Supervises:               None  
Supervised by:       Shelter Manager

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_