



## SAFE HAVEN Job Description

**TITLE:** Shelter Advocate  
**CLASSIFICATION:** Part-time, hourly  
**REPORTS TO:** Shelter Supervisor/Executive Director

**JOB SUMMARY:** Responsible for providing support, information, resources and encouragement to victims of domestic violence and sexual assault who are residents of the emergency shelter; answer the 24 hour crisis line and provide support and referrals as necessary; maintain the integrity of the shelter and its residents by ensuring needs for food, hygiene products and cleaning supplies are met and the shelter is safe and secure. This is an awake position and assigned shifts may include days, evenings, weekends and holidays to ensure adequate coverage of the shelter program.

### DUTIES AND RESPONSIBILITIES

- Maintain confidentiality and safety of shelter and its residents.
- Provide support, information, resources and encouragement to residents and their children.
- Complete screening for walk-ins requesting shelter; complete intake and provide for any needs at the time of admission; including referral to other agencies as necessary.
- Provide hotline crisis advocacy, information and referral.
- Assist Advocates in providing and/or coordinating intakes, one on one contacts with residents and walk-ins, record keeping.
- Maintain a positive and trauma informed atmosphere in shelter; encourage positive communication among residents and ensure a calm and stable environment.
- Assist Shelter Supervisor with shelter maintenance, upkeep and house meetings with residents.
- Keep accurate records and clear, written communication.
- Work cooperatively with other staff and volunteers toward fulfilling program objectives.
- Use positive/effective interpersonal communication skills.
- Attend staff meetings.
- Other duties as assigned.

### MINIMUM TRAINING AND EXPERIENCE REQUIRED

High school graduate with one or two years of social service program experience or any combination of education and experience that provides equivalent knowledge, skills and abilities. Understanding of family violence, intimate partner violence and child abuse, domestic violence and sexual assault issues and/or crisis management experience is desired.

### SKILLS AND ABILITIES

1. Good verbal/written communication
2. Able to maintain **stringent confidentiality requirements**
3. Ability to work in a crisis situation
4. Able to work independently to accomplish tasks
5. Problem solving skills
6. Ability to relate to people from diverse backgrounds

## COMPETENCIES

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

## WORK ENVIRONMENT/PHYSICAL DEMANDS

- Work is primarily performed in a secured residential facility setting with communal areas, as well as in an office setting.
- 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.
- Position requires the ability to monitor and observe the activities of clients, and children of clients, within the facility.
- Regularly exposed to cleaning products, chemicals and solvents. May work in outdoor weather conditions.
- Routinely requires the ability to move or transport supplies or equipment weighing up to 30 pounds unassisted, while ascending or descending stairs.

## OTHER REQUIREMENTS

- Completion of Safe Haven New Advocate training program and other required training.
- Satisfactory Criminal Background Check.
- Must obtain/maintain account with a financial institution for direct deposit of paychecks.

## 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 without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions and duties of the position.

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*SAFE HAVEN is an EOE. In compliance with the Americans with Disabilities Act, SAFE HAVEN will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*