POSITION: Family Advocate- 2nd Shift
REPORTS TO: Executive Director/Shelter Coordinator
CLASSIFICATION: Hourly, Non-exempt
HOURS: 4:00pm – 12:00am Monday – Friday

PURPOSE:
Provide individualized and trauma-informed support, advocacy, and case planning for survivors of domestic violence, with focus on delivery of services for survivors and their children/families living in shelter.

ESSENTIAL RESPONSIBILITIES:

Direct Service:
❖ Conducts assessments of victims to determine eligibility for shelter services.
❖ Provide emergency assistance and supportive services to hotline callers and residents, including advocacy, crisis intervention, safety planning, information, and referrals.
❖ Provides shelter orientations to clients upon entry into the shelter and ensures completion of preliminary intake paperwork.
❖ Assist with daily living needs of shelter residents; provide direction of personal care and respect.
❖ Actively models and promotes positive, nurturing interactions between adults and children in shelter.
❖ Communicates shelter expectations and communal living guidelines to residents as outlined in shelter intake.
❖ Promptly addresses difficulties or issues that arise per agency protocol; addresses any communal living concerns with residents and maintains documentation of discussions on house meeting form.
❖ Provide a supportive environment to listen to concerns and feelings in a non-judgmental way.
❖ Models non-violent conflict resolution and uses non-violent forms of guidance with residents and fellow staff members.
❖ Performs shelter exit interviews and required paperwork with clients leaving the shelter.
❖ Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
❖ Maintains strict standards of confidentiality.
❖ Ability to facilitate daily House Meetings and Support Groups.

General Responsibilities:
❖ Communicates appropriate information in staff log and client files for staff regarding client or program updates; review and initial daily
❖ Maintains client files, agency files, statistics, forms and other record keeping as required.
❖ Performs room checks as per agency policies and procedures at the direction from the Shelter Coordinator.
❖ Packs client’s belongings as needed; cleans/sanitizes rooms after client exits; prepares room for next client.
❖ Performs routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter facility.
❖ Assists with stocking, proportioning, and distributing food and other supplies meant for client use.
❖ Effectively manages priorities and tasks as assigned.
❖ Assists with donations as directed by the Shelter Coordinator.
❖ Utilizes critical thinking skills, exercises appropriate personal responsibility, and retains a positive outlook amidst challenging circumstances.
❖ Performs other duties as assigned by the Shelter Coordinator and Executive Director.
HIRING REQUIREMENTS EDUCATION:
❖ Bachelors degree in a human service related field desired, relevant field experience may be substituted in lieu of a degree.
❖ Criminal background check prior to employment is required.

TRAINING
❖ First Aid/CPR certified

YEARS OF EXPERIENCE:
❖ Minimum two years’ experience working with individuals relating to domestic violence.

KNOWLEDGE, SKILLS & ABILITIES:
❖ Demonstrated understanding of domestic violence.
❖ Demonstrated comprehension of the effects of trauma on adult survivors of domestic violence and children exposed to domestic violence.
❖ Experience working and learning within diverse teams, and a commitment to effectively serving a diverse client population.
❖ Ability to advocate effectively on behalf of clients.
❖ Ability to support survivors in crisis with empathy while maintaining professional boundaries.
❖ Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.

EXPECTATIONS OF ALL EMPLOYEES OF HOMESAFE, INC.:
❖ Demonstrate commitment to Homesafe’s mission and principles of diversity and inclusion
❖ Represent Homesafe, Inc. in a professional and competent manner to clients, organizational partners, and other stakeholders.
❖ Perform quality work within deadlines.
❖ Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers.
❖ Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations