Title: Shelter Advocate

Summary:
Responsible for providing direct service to clients residing in DAIS emergency shelter and on DAIS crisis line. Ensure the cleanliness and safety of the shelter facility. Shelter advocates are hourly employees scheduled on an as-needed basis 0-20 hours a week. The shelter is staffed 24/7 by awake advocates. Holidays, overnights, evenings, weekends, and weekday hours are required – must be flexible in scheduling.

Reports To: Shelter Program Coordinator

Responsibilities:

- Provide direct services to victims of domestic abuse and their children including crisis intervention, safety planning, counseling, advocacy, parenting support, information, and referrals.

- With Family and On-call Advocates, facilitate cooperative living, peer support, and residents’ participation in shelter programming. Model and actively promote positive, nurturing interactions between adults and children in shelter.

- Perform routine chores and cleaning tasks assigned by shift to ensure the safety and cleanliness of the shelter facility.

- Maintain shelter office space: stock office supplies, stock personal care supplies for residents, photocopy necessary forms, create new resident files, shred documents as specified by Shelter Coordinator.

- Complete house security checks as assigned on your shift.

- Assist with the daily living needs of shelter residents, including access to phone, food, medications, and personal care items.

- Provide direct service to clients on the crisis/help line between 12:00am and 8:00am, and at other times when crisis line is not covered by a volunteer. Hours may vary.
• Communicate shelter rules and expectations to residents as outlined in the shelter expectations. Promptly address difficulties or problems that arise in conjunction with the On-call Advocate and Family Advocate. Model non-violent conflict resolution and use non-violent forms of guidance. Issue notices in a timely manner for rule violations.

• Complete intakes (both direct service and paperwork) within 8 hours of client entering shelter. Provide shelter orientations to clients within 24 hours of client’s entry into shelter.

• Complete exit survey with clients moving out of shelter. Clean/sanitize rooms after clients exit. Pack client belongings as needed.

• Participate in a team-oriented approach to case management by attending shift reports scheduled during your shift.

• Interact with shelter residents utilizing a trauma informed care approach.

• Maintain client files, agency files, statistics, forms, and other record keeping as required. All paperwork should be completed by the end of each shift. Learn ALICE database and input statistics every shift.

• To take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents in conjunction with the On-call Advocate.

• Adhere to agency policies and work rules including confidentiality, child abuse reporting, and code of ethics. Maintain professional boundaries.

• Attend mandatory shelter advocate meetings on a monthly basis. Attend other meetings and trainings as required by Shelter Coordinator.

• Other duties as assigned.

Qualifications:
• Experience working with survivors of domestic violence preferred.
• Excellent oral and written communication skills.
• Bilingual skills preferred (Spanish/English)
• Ability to work sensitively with traumatized populations, including children.
• Ability to work with diverse populations.
• Ability to respond to and de-escalate crisis appropriately.
• The ability to work well independently and as a member of a team.
• Ability to perform physical tasks: move objects, bend, lift up to 30 pounds, and walk up and down stairs repeatedly.
• Computer skills.