



Job Title: Overnight Shelter Advocate
Reports to: Shelter Manager
Status: Full-time; non-exempt
Hours: Thursday, Friday, Saturday 8:00 pm – 8:00 am

Summary: The primary responsibilities of this Advocate position is meeting the needs of the shelter residents, answering the crisis and support line, and responding to crisis calls in the community.

Essential Duties:

- Provide advocacy, safety planning, information and referral to shelter residents and non-shelter residents
- Provide advocacy to survivors of domestic and sexual violence, stalking and dating violence through the crisis line
- Assessing crisis needs by prioritizing and identifying urgent issues
- Meeting with shelter residents to identify goals, provide information and referrals, and safety plan
- Maintaining shelter food needs
- Answering the crisis and support line to provide assistance to survivors
- Providing or helping survivors arrange transportation
- Providing on-scene crisis response as requested by law enforcement and medical professionals
- Providing follow-up phone calls to survivors as requested by crisis response staff
- Completing all data collection for follow-up services and statistical purposes
- Maintaining up-to-date client files and record of services provided
- Assisting in maintaining office organization for multiple sites
- Participating in shelter cleaning, assessing furniture needs and repairs
- Maintaining up-to-date Address Confidentiality Program and Crime Victims Compensation Program certification
- In addition to scheduled shifts, attend weekly staff meeting and monthly shelter meetings

Education/Experience:

- BA/BS preferred or equivalent experience in advocacy program for survivors of domestic violence, stalking and sexual assault

- 2 years of professional employment experience

Required Skills/Abilities:

The requirements listed below are representative of the knowledge, skills and abilities required to perform the essential duties successfully. We will make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

- Knowledge of the dynamics and impact of domestic violence, sexual assault, stalking and teen dating violence and advocacy response to these forms of violence
- Understanding of the theory of safety planning and necessity of strict adherence to confidentiality
- Ability to provide leadership, remain calm, make decisions, and give clear direction in crisis situations
- Empathy with, and understanding of, survivors of domestic and sexual violence
- Excellent written and verbal communication skills
- Able to work well both independently and in a team environment
- Microsoft Suites experience
- Must have excellent planning and organizational skills, ability to focus, multi-task and prioritize
- Ability to work effectively with noise and interruptions
- Possess awareness of, and respect for, cultural differences
- Bicultural Spanish/English speaker, preferred

Supervisory Responsibilities:

This position has no direct supervisory responsibilities.

Physical Demands:

Prolonged periods of sitting at a desk and working on a computer.

Must be able to lift up to 50 pounds at times.