



Job Title: Shelter General Advocate
Reports to: Shelter Manager
Status: Full-time, 40 hours, non-exempt
Hours: Thursday-Saturday 9am-7pm with one paid 12-hour back-up shift on Saturday.
Wednesday Teem Meetings 12-3pm.
Pay: Starting at \$20 an hour, plus a back-up differential when independent

Summary: The primary responsibilities of the Shelter Advocate are meeting the needs of the shelter residents, answering the crisis and support line, responding to crisis calls in the community, and meeting with survivors for scheduled and walk in appointments.

Essential Duties:

- Overseeing and coordinating daily shelter activities, appointments, and meetings occurring in shelter and in the Service Office
- 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, including up-to-date inventory lists and Food Share orders
- Answering the crisis and support line to provide assistance to survivors
- Providing advocacy assistance, safety planning, information, and referral to non-shelter residents
- Providing or arranging transportation for survivors
- 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 for Facilities Manager
- Maintaining up-to-date Address Confidentiality Program and Crime Victims Compensation Program certification

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

Preferred Skills:

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.

- Bicultural experience
- Demonstrated knowledge of dynamics and impact of, and advocacy response to, domestic violence, sexual assault, stalking and dating violence
- Ability to develop and maintain excellent working relationships
- Demonstrated understanding of safety planning and necessity of strict adherence to confidentiality
- Ability to remain calm, make decisions, give clear direction and provide leadership in crisis situations
- Excellent written and verbal communication skills
- Ability to work well with people of diverse backgrounds

- Able to work well both independently and in a team environment
- Microsoft Suites experience: Word, Excel, PowerPoint
- Must have good planning and organizational skills, multi-task and prioritize
- Ability to think and act quickly when needed and anticipate the needs of clients, staff and community partners
- Ability to remain calm and focused to work effectively with noise and interruptions
- Possess awareness of, and respect for, cultural differences

Supervisory Responsibilities:

This position has no direct supervisory responsibilities.

Additional Requirements:

- Successful completion of CARDV Advocacy Training Program
- Required automobile transportation, current auto insurance, and valid driver’s license, a good driving record, 21+to be included in the driver’s insurance.
- Maintain certification as an Address Confidentiality Program Assistant
- Understanding and willingness to abide by CARDV policies and procedures.

Physical Demands:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 30 pounds at times.

Mental or Visual Demands:

Periods of high stress and strict deadlines. Continuous mental or visual attention.

CARDV commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, and individuals with disabilities, veterans, LGBTQ community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

Manager _____ Date _____

Employee signature below indicates the employee's understanding of essential duties and requirements.

Employee _____ Date _____