



**DOMESTIC ABUSE INTERVENTION SERVICES  
Job Description**

<b>Job Title</b>	Shelter Advocate	<b>Department</b>	Shelter
<b>FLSA Status</b>	Hourly non-exempt	<b>Reports to</b>	Shelter Advocate Coordinator
<b>Classification</b>	Full-time, Regular Part-time, or Variable Part-time/Relief	<b>Revision Date</b>	06/14/2017

**Job Summary:**

The Shelter Advocate is responsible for providing support and advocacy to victims of domestic violence and their children in the DAIS emergency shelter, including assisting shelter residents with daily living needs and providing general support and shelter coverage. The Shelter Advocate also documents services provided to clients through the client records database, prepares rooms for new residents, conducts house checks, and attends supervision and team meetings. The Shelter Advocate is an awake position. Work shifts may include days, evenings, weekends, overnights, and holidays to ensure adequate coverage of the shelter program. Full-time Shelter Advocates are scheduled to work designated shifts Monday through Friday. Regular Part-time, Variable Part-time/Relief Shelter Advocates provide weekend and overnight coverage in addition to weekday and holiday coverage as needed.

**Supervises:** No supervisory responsibilities

**Qualifications:**

- High school diploma or equivalent required.
- A minimum of two years of experience working with trauma survivors required.
- Experience in a residential facility setting strongly preferred.
- Experience in crisis intervention preferred.
- Excellent computer skills including knowledge of Microsoft Office preferred.
- Knowledge of domestic violence issues preferred.
- Bilingual preferred.

**Competencies:**

- **Respectfulness & Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **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.
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Stress tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Professionalism and Personal Boundaries:** Conducts self within appropriate and expected professional boundaries and policies.
- **Conflict Management:** Helps others to effectively resolve complex or sensitive disagreements or conflicts.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Confidentiality, Integrity, Ethics and Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

**Duties and Responsibilities:**

**Direct Service**

- Provides trauma-informed direct services to victims of domestic abuse and their children including support, advocacy, crisis intervention, safety planning, parenting support, information, and referrals.
- Assists with the daily living needs of shelter residents.
- Completes intakes (both direct service and paperwork) within 8 hours of client entering shelter.
- Provides shelter orientations to clients within 24 hours of client's entry into shelter.
- Completes an exit survey with clients leaving shelter as well as required exit paperwork.
- Facilitates cooperative living, peer support, and resident participation in shelter programming.
- Models and actively promotes positive, nurturing interactions between adults and children in shelter.
- Communicates shelter rules and communal living guidelines to residents as outlined in the shelter intake. Promptly addresses difficulties or problems that arise per agency protocol; addresses any communal living concerns with residents and maintains documentation of the discussions.
- Models non-violent conflict resolution and uses non-violent forms of guidance.

- In conjunction with the Lead Shelter Advocate, takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.
- Interacts sensitively with traumatized populations and handles crisis appropriately.
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
- Provides direct service to clients on the Help Line between 12:00am and 8:00am, and at other times when Help Line is not covered by a volunteer. Hours may vary.
- Provides cross-departmental and/or cross-functional support and direct services as needed or requested to ensure client needs are met; participates in related cross-training to ensure consistency and continuity of services.

**Other Duties**

- Creates and contributes to daily log entries to facilitate communication with co-workers regarding client or program updates.
- Reviews daily log entries, DAIS email account, and memo log at the start of each shift.
- Consults regularly with Lead Shelter Advocates throughout each shift.
- Maintains client files, agency files, statistics, forms, and other record keeping as required.
- Completes all paperwork and entries into the client records database by the end of each shift.
- Completes house checks as assigned.
- Collects resident key cards as residents come and go to ensure the safety and security of the shelter.
- Packs client belongings as needed; cleans/sanitizes rooms after clients exit; prepares room for next client.
- Performs routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter facility. Addresses emergency facilities issues as they arise.
- Assists with stocking, portioning, and distributing food and other supplies meant for client use.
- Maintains shelter office space in accordance with Shelter Program procedures.
- Completes and files appropriate request forms to address maintenance and security issues as they arise.
- Maintains strict standards of confidentiality.
- Effectively manages priorities and tasks to meet deadlines.
- Utilizes critical thinking skills, exercises appropriate personal responsibility, and retains a positive outlook amidst challenging circumstances.

**General Responsibilities:**

- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
- Maintains agency forms as required.
- Attends agency meetings as required, including the monthly mandatory shelter team meeting and weekly supervision meetings.
- Attends trainings and continuing education activities as assigned.
- Performs other duties as assigned.

**Work Environment and 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 monitor and observe the activities of clients, and children of clients, within the facility.
- Regularly exposed to cleaning products, chemicals and solvents. Occasionally works 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 the DAIS New Advocate Core Training program.
- Satisfactory Criminal Background Check.
- Must obtain or 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 with or 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 \_\_\_\_\_