

Project Safe, Inc.
Shelter Advocate Job Description

Position Summary:

This position holds two main components: providing direct services to victims of domestic violence and ensuring overall Emergency Shelter and Hotline support. The direct service responsibilities include providing survivor support, assistance with safety planning, essential advocacy, and referrals to community resources. The Shelter and Hotline support includes daily shelter operational management, crisis intervention, ongoing supportive services, systems change advocacy, and prevention and education in the community. This position is part of a peer-to-peer working relationship with the Children's Advocate and another Shelter Advocate working on the same level of the organizational structure with equal influence. Please send a cover letter and resume to the Associate Director at tlbeard@project-safe.org. No phone calls please. EOE

Duties and Responsibilities:

- Answer crisis line, provide safety planning, crisis intervention, information, referrals, and shelter screening as necessary
- Meet with each client in shelter within 72 hours of entrance for client intake; intake includes assessing the client's needs, reviewing shelter policies, and setting goals with the client.
- Support Residents in meeting goals including job readiness, education, applications for housing, benefits, and replacing personal documents
- Coordinate and assist in transportation for Shelter and Resident needs
- Provide one-on-one life skills education and planning assistance related to budgeting/financial literacy, maintaining a schedule, emergency preparedness, employee professionalism/interviewing
- Assist in providing domestic violence education sessions with residents
- Ensure the distribution and data entry of surveys at appropriate time intervals for program evaluation
- Assist in maintaining records; specifically the entry of services for Adults, Children, and Hotline callers
- Assist in communicating approved transportation, childcare, communal living concerns, and any other information necessary for optimal function of shelter.
- Coordinate and maintain awareness of Residents needs and challenges through Group Advocacy Meetings and Resident Advocacy Meetings

- Provide continued advocacy and support for clients in the Transitional Housing Program
- Create, support and uphold PSI core values of fresh start, individualized response, thoughtful evaluation, collaboration and careful stewardship.
- Assist with mediating conflict between residents, through the restorative circle process if needed.
- Identify and communicate areas where improvements may be needed in the providing of services by PSI
- Supervise interns and volunteers as assigned
- Participate in on-call rotation; assist with volunteer training; document all activities

Knowledge and Experience

- Bachelor's Degree plus relevant experience in crisis intervention, residential services, Master's Degree preferred
- Knowledge and experience working with victims/survivors of domestic violence
- Ability to respect and adapt to differences in perspective, backgrounds, beliefs, and needs
- Demonstrated emotional maturity, ability to manage time, evaluate progress, and adjust activities to complete work within established time frames; and adaptability to unplanned situations.
- Ability to effectively work independently and collaboratively without direct supervision.
- Ability to work in a stressful environment with frequent interruptions and competing demands on time
- Critical Thinking – use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Excellent written and verbal communication skills.

Other requirements

- Participate in agency staff meetings and other team meetings as needed to contribute to a positive and empowering work culture.
- Commitment to ongoing research and education to ensure survivors receive the most comprehensive services.

- Adhere to agency policies and work rules, including strict confidentiality and code of ethics.
- Consent to Criminal Background Check
- Provide a valid driver's license and proof of vehicle insurance.
- Complete other duties as needed to support all areas of Project Safe's mission and vision for the organization.