

HOMESAFE, INC
JOB DESCRIPTION

POSITION: Family Advocate- 1st Shift
CLASSIFICATION: Hourly, Non-exempt
REPORTS TO: Shelter Coordinator
HOURS: 8:00AM – 4:00PM Monday – Friday (*Variable hours)

PURPOSE:

Provide support and advocacy to victims of domestic violence and their children, ensuring clients residing in Homesafe's shelter are provided a high level of care in a safe, clean, and welcoming environment.

ESSENTIAL RESPONSIBILITIES:

Direct Service:

- ❖ Conducts assessments of victims to determine eligibility for shelter services.
- ❖ Provide emergency assistance and supportive services to residents, including advocacy, crisis intervention, safety planning, information, and referrals.
- ❖ Provides shelter orientations to clients within 24 - 48 hours of entry into the shelter and ensures completion of preliminary intake paperwork.
- ❖ Assist with daily living needs of shelter residents.
- ❖ Actively models and promotes positive, nurturing interactions between adults and children in shelter.
- ❖ Communicates shelter expectations and communal living guidelines to residents as outlined in shelter intake.
- ❖ Promptly addresses difficulties or issues that arise per agency protocol; addresses any communal living concerns with residents and maintains documentation of discussions.
- ❖ Models non-violent conflict resolution and uses non-violent forms of guidance.
- ❖ Completes shelter exit interviews and required paperwork with clients leaving the shelter.
- ❖ Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
- ❖ Consults with shift advocate during on-call rotations to determine eligibility for services and bed space availability.

Programs:

- ❖ Plan, implement, and maintain children's programs, in conjunction with 2nd shift Family Advocate.
- ❖ Plan, implement and maintain Safety Planning for residents and non-residents, in conjunction with 2nd shift Family Advocate.
- ❖ Plan, implement and maintain Adult Self-Sufficiency programs, in conjunction with the Shelter Coordinator.
- ❖ Responsible for record-keeping of participating clients and their needs.
- ❖ Weekly program reports to Shelter Coordinator.

OTHER DUTIES:

- ❖ Communicates appropriate information in Charity Tracker, electronic reporting system; review daily.
- ❖ Maintains client files, agency files, statistics, forms and other record keeping as required.
- ❖ Maintains USDA/Country Neighbor inventory and reports.
- ❖ Performs room checks.
- ❖ Packs client belongings as needed; cleans/sanitizes rooms after client exits; prepares room for next client.
- ❖ Performs routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter facility.
- ❖ 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.
- ❖ Ensures steps, doors, driveway, outside lot are well maintained and free of debris (including snow).
- ❖ Attends agency meetings as required, including monthly staff meetings and in-service trainings.
- ❖ Attend at least one conference/workshop and one in-service per year.
- ❖ Performs other duties as assigned by the Shelter Coordinator and Executive Director.
- ❖ Participates in weekly one-on-one supervisory meetings with the Shelter Coordinator; providing updates, progress and completion of job responsibilities.

SKILLS & QUALIFICATIONS:

- ❖ Bachelors degree in a human service related field desired, relevant field experience may be substituted in lieu of a degree.
- ❖ Experience supervising the work and performance of others preferred.
- ❖ At least two (2) years experience working with individuals relating to domestic violence.
- ❖ Experience in working with sensitive issues and commitment to respecting confidential practices of the agency.
- ❖ Ability to work effectively with diverse staff, clients, and volunteers.
- ❖ **Demonstrates ability to work comfortably as a team member and independently with general direction** from the Shelter Coordinator and Executive Director.
- ❖ Recent domestic violence training preferred.
- ❖ Strong time management, organizational skills, and proficient data collection and reporting.
- ❖ Strong written and oral communication skills, bilingual (Spanish) preferred.
- ❖ Computer literacy skills; preferably in Microsoft Office and data software.
- ❖ Must possess a current driver's license and proof of vehicle insurance.
- ❖ Criminal background check prior to employment is required.