



## **Job Description**

**Job Title:** Shelter Advocate  
**Reports to Title:** Shelter Manager  
**FLSA Status:** Non-Exempt  
**EEO Class:** Professional  
**Schedule:** Full Time

### **GENERAL SUMMARY:**

The Shelter Advocate position provides routine and escalated advocacy services to crisis line callers and to residents of DVS's confidential shelter who are victims of domestic violence (DV).

### **ESSENTIAL DUTIES:**

- Provide services in a manner that is survivor-driven, flexible and geared toward each specific survivor's needs and priorities.
- Provide crisis intervention information, safety planning, support, and advocacy to crisis line callers and shelter residents
- Screen domestic violence victims for admittance to emergency shelter
- Complete shelter screening, intake and exit procedures
- Provide individual support and advocacy based services to shelter residents and their children
- Monitor shelter activities to maintain safe and supportive shelter atmosphere
- Function as a cooperative member of the shelter services team, communicating with other staff and attending meetings as requested
- Attend seminars and community events
- Facilitate support groups as assigned
- Share case management responsibilities with other shelter advocates
- Enter information into county and state databases
- Maintain all required shelter paperwork in a timely, accurate, objective, and confidential manner
- Communicate with all callers, shelter residents and staff in a manner that reflects respect and equality among all individuals
- Conduct all work in a manner consistent with the policies and procedures of the shelter and of the agency
- Maintain consistent client/advocate and staff/staff boundaries that encourage client and individual staff decision-making and problem solving of each individual's issues
- Transport residents in shelter vehicle as needed

### **MINIMUM QUALIFICATIONS:**

#### **EDUCATION AND EXPERIENCE**

- Minimum of 2 years of experience as an Advocate or working with families in crisis, preferably in a residential setting
- High School diploma or equivalent



- Must have documentation of 20 hours of D.V. Advocacy-based training, be in process of obtaining this or be willing to take a course offered by a certified D.V. Advocacy-based organization

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Understanding of domestic violence issues and victim's needs
- Ability to make decisions and exercise sound judgment in the absence of immediate supervision and/or clear guidelines
- Experience in prioritization and problem solving, and coaching others through the process
- Demonstrated English skills in written and verbal communication
- Ability to maintain strict confidentiality of client and agency information
- Intermediate computer skills including Microsoft Office, Internet based applications, e-mail and ability to learn new programs
- Ability to provide culturally appropriate services to people from diverse backgrounds.
- Ability to work as a member of a team as well as independently
- Vehicle with current driver's license, registration, and insurance required.
- Bi-lingual capability desired
- No disqualifying criminal history or sex offender convictions (WSP WATCH and DOJ Sex Offender Registry)
- Ability to travel locally to attend events representing DVS.

#### **PHYSICAL DEMANDS**

To successfully perform the essential duties of this position, an individual must be able to sit at a desk for four or more hours a day, and use office equipment, including phones and computer keyboards, for four or more hours per day. Individuals must be able to engage clients over the phone and in-person by voice, and visit community partners. Regular attendance is an essential function of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform essential job functions.

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities and required skills for the position. Employees will be required to follow any other job-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws.

*DVS is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, among other things, or status as a qualified individual with disability.*

EEO Job Classification:

21-1099 Community and Social Service Specialists