



JOB DESCRIPTION

RELIEF ADVOCATE – DV Emergency Shelter

GENERAL SUMMARY:

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

HOURS: Varied: Part-time as needed/scheduled

REPORTS TO: Director of Shelter Operations

ESSENTIAL DUTIES:

- Be reasonably available to respond to Shelter needs to cover day, evening and overnight shifts
- 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 culturally appropriate individual support and advocacy based services to shelter residents and their children
- Monitor shelter activities to maintain safe and supportive shelter atmosphere
- Maintain all required shelter paperwork in a timely, accurate, objective, and confidential manner
- Ability to “self-start” and work independently, while integrating input from collaborators and direction from supervisor
- Function as a cooperative member of the shelter services team, communicating with other staff and attending meetings as requested
- Facilitate support groups as assigned
- Share case management responsibilities with other shelter advocates
- 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
- Light housekeeping duties and restocking supplies
- Perform additional duties as assigned

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

- High school diploma or GED, or equivalent educational background.
- We appreciate those who come with valuable lived experience. Persons from all backgrounds are encouraged to apply
- Must have documentation of 20 hours of DV 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 challenges impacting survivors of domestic violence
- Ability to make decisions and exercise sound judgment in the absence of immediate supervision and/or clear guidelines
- Strong crisis intervention skills with ability to prioritize and handle multiple tasks under stressful conditions
- Demonstrated skill in written and verbal communication
- Experience in prioritization and problem solving
- Ability to provide culturally appropriate services to people from diverse backgrounds
- Ability to work as a member of a team as well as independently
- Bilingual capabilities preferred.
- Ability to maintain strict confidentiality of client and agency information
- Intermediate computer skills including Microsoft Word, knowledge of Internet, e-mail and ability to learn new programs
- Valid Washington State Driver's License
- Alignment with DVS's Mission, Vision, and Values Statement*
- No disqualifying criminal history or sex offender convictions (WSP WATCH and DOJ Sex Offender Registry).

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. 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.