

## **JOB DESCRIPTION**

**Job Title:** Shelter Support Advocate

**Based Out Of:** Shelter

**Reports To:** Shelter Coordinator

**Directed by:** Program Director

**Position Summary:** To assist victim/survivors of domestic violence and sexual assault within the shelter program through crisis support, referral, case planning, information, and resources acquisition.

### **RESPONSIBILITIES/ACTIVITIES:**

1. Responsible for answering helpline and completing required documentation.
2. Responsible providing supportive services to program participants including but not limited to shelter assessments for adults and their children, program assessments, supportive services, referrals, emergency assistance, etc.
3. Responsible to maintain a working knowledge of resources and services available in the communities served to assist survivors.
4. Responsible for care and cleaning of shelter to create a safe and home-like atmosphere.
5. Responsible to monitor shelter facility for safety, upkeep and needed repairs.
6. Responsible for documenting all information in regard to crisis calls and residential services as required by policy and procedure.
7. Responsible for completing statistical and service information for reporting requirements as assigned.
8. Responsible to assist in creating a positive cultural environment of personal leadership, communications and teamwork within the shelter and throughout the agency.
9. Responsible to attend and participate in assigned agency meetings.
10. Responsible for other duties as designated by the Program Director.

### **QUALIFICATIONS, SKILLS and ABILITIES:**

- Higher education preferred. High school degree or GED equivalent required.
- Experience in domestic violence or sexual assault field, volunteer experience, or related experience is suggested.
- Express commitment to the mission of Safehope.
- Clear understanding of confidentiality.
- Ability to work independently and as a team.
- Knowledge and understanding of domestic violence, sexual assault and child abuse issues and trends.
- Knowledge of service area resources preferred.
- Knowledge of computer/internet programs to include Word, Excel, Outlook and Google Apps.
- Experience working with diverse people and groups.

- Experience maintaining personal/professional boundaries and managing stress constructively.
- Demonstrate flexibility while keeping attention to detail.
- Excellent oral, written, and interpersonal communication skills.
- Strong organizational, analytical, and problem-solving skills; ability to handle multiple priorities.
- Demonstrate ability to manage and resolve conflict.
- Excellent initiative, integrity and strong sense of professionalism.
- Possess valid Kansas driver's license, clean driving record, access to reliable transportation, & proof of current liability insurance.

**PHYSICAL DEMANDS:**

- Convey detailed and/or important instructions or ideas accurately, audibly, and quickly.
- Hear average or normal conversations and receive ordinary information.
- Manual dexterity and able to use wrists, hands and/or fingers in repetitive motion.
- Prepare and/or inspect documents and communications on computer or on paper.
- Sitting for extended periods of time.
- Bending, lifting, and carrying up to 40 pounds (donations/commodities).

**WORK SCHEDULE**

Part-time/Non-exempt

**MILEAGE AND EXPENSES:**

Mileage and expenses shall be reimbursed as per Policy and Procedure manual.

**BENEFITS**

This position is not eligible for benefits other than those required by law.

**This position is grant funded.**