

# SafePlace Job Description

<b>Job Title:</b>	Residential Services Advocate
<b>Reports to:</b>	Residential Services Program Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Salary Range:</b>	Schedule C
<b>Normal Work Schedule:</b>	35 hours per week; overnight with paid working lunch
<b>Benefits:</b>	Medical, dental, and vision insurance; paid holidays and paid time off leave are provided as per SafePlace personnel policies. Employee Assistance Program provided. Retirement benefits will be available when SIMPLE Plan qualifications have been met.

## SUMMARY

Advocate for survivors of sexual and domestic violence, perform crisis intervention and ongoing advocacy in person and on the phone, and provide clients with referrals and other information. Assess survivors' current situation and develop safety plans. Perform general administrative duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The Essential Duties and Responsibilities of this position include the following. Other duties may be assigned.

1. Provide emotional support and advocacy services to sexual and domestic violence clients..
  - Provide clients with crisis intervention counseling, advocacy, resources, referrals, safety planning and other requested information.
  - Provide a broad range of advocacy services to clients, including medical and legal advocacy, referrals, and other emergency support services.
  - Provide in-person sexual assault response.
  - Screen for intakes and support groups.
2. Provide appropriate documentation of client contact.
3. Maintain appropriate documentation of shift activities. Prioritize resident contact and daily work to ensure shift information is shared with appropriate shift workers.
4. Ensure shelter security for the protection of the residents.
  - Remain knowledgeable of shelter and agency guidelines and procedures so independent decisions may be made during life-threatening and other emergency situations.
5. Assist the Residential Services Program Manager in providing support services to advocates.
  - Participate in on-the-job training of other employees, interns and volunteers, as assigned.
  - Provide guidance and feedback to other advocates on shift.
  - Complete input to performance appraisals and submit to the Residential Services Program Manager, when requested.
6. Provide group facilitation during the residential domestic violence support group.
7. Attend community meetings, as needed.
8. Perform general administrative tasks regarding client assistance.
  - Update information, as needed, regarding community resources.
  - Perform other assigned administrative support tasks.
9. Work with the Residential Services Program Manager to identify potential changes to current operational systems when needed.
10. Participate in on-call rotation as required.
11. Participate in all direct service meetings and case conferencing.
12. Perform duties as described in a culturally responsive manner.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **MINIMUM QUALIFICATIONS**

- \* High School diploma or general education degree (GED).
- \* Complete the SafePlace Advocate Core Training (ACT).
- \* One year's experience (minimum of 1560 hours) providing crisis intervention and/or sexual assault and domestic violence advocacy.
- \* Experience providing services in a culturally relevant manner in the performance of duties.
- \* Experience with basic computer skills, including word processing and knowledge of Internet and e-mail.
- \* Experience in prioritization and problem solving.
- \* Experience with effective communication, both verbally and in writing.
- \* Competent in resolving conflicts and setting boundaries.
- \* Ability to organize effectively.
- \* Ability to handle detailed work accurately and to handle multiple tasks efficiently.
- \* Ability to work independently.
- \* Ability to handle stress effectively.
- \* Ability to react calmly and quickly to emergency situations.
- \* Ability to maintain a positive attitude in a crisis intervention work environment.
- \* Have a car, current automobile liability insurance and telephone or have access to transportation to respond to offsite locations within one hour.
- \* Commitment to the need for client and agency confidentiality.
- \* Agreement with the SafePlace philosophy statement.

## **PREFERRED QUALIFICATIONS**

- \* Bilingual/bicultural in Spanish or Asian languages and English.
- \* Experience with support group facilitation.
- \* Knowledge of Access, Excel and Outlook.
- \* CPR/first aid training certification.

## **EDUCATION and EXPERIENCE**

High school diploma or general education degree (GED) required. One year's experience (minimum of 1560 hours) in crisis intervention and/or domestic violence advocacy. Demonstrated understanding of, and training in, domestic and sexual violence issues. Specific knowledge, experience and abilities acquired must include the following:

1. Ability to organize effectively.
2. Ability to handle detailed work accurately.
3. Ability to efficiently handle multiple tasks and prioritize effectively.
4. Ability to work independently.
5. Ability to handle stress effectively.

## **TEAM LEADERSHIP RESPONSIBILITIES**

This position has team leadership responsibilities. The advocate is expected to provide on-the-job training and mentoring to new employees, interns and volunteers. In addition, a team leader provides volunteers with ongoing support, guidance, and feedback, both verbal and written, and schedules the volunteers within their assigned team.

## **INTERPERSONAL SKILLS**

To perform this job successfully, an individual must possess the following interpersonal skills:

1. Ability to establish and maintain effective working relationships with supervisor, employees and volunteers.
2. Ability to effectively work and communicate as a team member with a diverse staff.
3. Ability to respond to crisis, set limits and maintain healthy boundaries.
4. Ability to resolve conflicts in a fair and respectful manner.

5. Ability to interact in a confidential manner that is sensitive to the needs of agency clients.
6. Ability to maintain a positive attitude in a crisis intervention work environment.

### **COMMUNICATION SKILLS**

To perform this job successfully, an individual must possess the following communication skills:

1. Ability to read and comprehend written and verbal instructions, memos, training material, and policies and procedures.
2. Ability to write objective entries in client records, meeting minutes, and informational memos and log entries.
3. Bilingual/bicultural in Spanish or Asian languages and English preferred.

### **REASONING ABILITY**

To perform this job successfully, an individual must possess the following reasoning abilities:

1. Ability to identify and solve problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
2. Ability to identify gaps in standardized procedures and formulate proposed solutions.

### **MATHEMATICAL SKILLS**

To perform this job successfully, an individual must possess the following mathematical skills:

1. Ability to accurately add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
2. Ability to perform these operations using units of U.S. currency.

### **COMPUTER SKILLS**

To perform this job successfully, an individual must possess the following computer skills:

1. Basic computer skills and basic word processing, including knowledge of Internet and e-mail.
2. Knowledge of Access, Excel and Outlook preferred.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

1. SafePlace initial ACT training certification.
2. Valid driver's license or photo ID, and current automobile liability insurance if a driver.
3. CPR/First aid training certifications preferred.

### **PHILOSOPHIES**

To perform this job successfully, an individual must commit to the following philosophies:

1. Commitment to the SafePlace mission and philosophy.
2. Subscribe to the theory of empowerment.

### **TRAINING REQUIRED**

Employee is required to complete the SafePlace ACT Training. On-the-job crisis line training with shelter staff will be provided after hire. Employee must attend 20 hours of on-going direct service training a year, which must include 15 hours advocacy-based counseling, 12 hours sexual assault training and 3 hours of CPR/First Aid training.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

1. Remain in a stationary position for long periods of time.
2. Move about inside the office to access file cabinets, office machinery, etc.
3. Operate a computer, telephone and other office productivity equipment, such as a copy machine, calculator and computer printer.
4. Communicate with others to exchange information.
5. Lift and/or move objects up to 30 pounds.
6. Move self in different positions to accomplish tasks in various environments including tight and confined spaces.

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Employee Name

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Employee Signature

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Date

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Supervisor Name

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Supervisor Signature

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Date