



Position Description

Position: Shelter Advocate
Reports to: Director of Shelter & Housing

Status: Full-time
FLSA/EEO Class: Non-Exempt/2

Position Summary

This position provides counseling, supportive services, and advocacy to adults and their children who have experienced domestic violence. Services are typically provided within a housing setting. This position represents Laurel House in the community by participating in community committee work, as requested to, and/or as agreed upon, by the Executive Director and or Director of Shelter and Housing. Incumbents may hold a part-time or full-time position, depending on availability and needs of the organization.

Essential Duties and Responsibilities

1. Provides individual empowerment counseling and advocacy to clients within our safe house
2. Provides hotline callers with crisis and supportive counseling, information and referrals, and assistance with safety planning
3. Screens and admits hotline callers seeking shelter for domestic violence documenting required information
4. Orients new residents to communal living and shelter life; ensures that paperwork is completed and/or signed by residents correctly
5. Conducts intakes of clients in shelter, properly documenting each
6. Provides clients in shelter with one-on-one supportive/options counseling in such areas as goal planning, domestic violence education, safety planning, etc.
7. Assisting residents in working towards their goals by providing them with information on available resources and services; for example, housing, finances, health care, etc., and properly documenting each meeting
8. Facilitates house meetings (as applicable)
9. Facilitates process by which clients exit the shelter, including checking rooms for readiness for the next client and conducting exit interviews (when possible)
10. Communicates/reviews each client's activities at every shift change
11. Responsible for the security of the shelter, its contents, and the well-being of the clients and their children
12. Conducts long intake within 48 hours of admission (or delegates to another counselor)
13. Ensures that each resident service plan is updated and signed by resident on a weekly basis
14. Responsible for community outreach and some fiscal management
15. Works with counseling department and shelter manager to plan and oversee programming for daily resident group meetings
16. Responsible for the overall appearance of the shelter including office space
17. Responsible for greeting donors and ensuring donation paperwork is complete

- 18. Responsible for organizing and putting away donations
- 19. Provides residents with one-on-one legal advocacy/legal options counseling in areas such as PFA filing, custody issues, crime victims’ compensation eligibility, etc.
- 20. Ensures that every resident has been given the legal packet and all clients are provided with information regarding Crime Victims Compensation
- 21. Ensures that all daily tasks get completed- all resident chores are completed by resident or staff
- 22. Completes paperwork and client work dependent on request from full-time counselor advocates
- 23. Other duties as assigned

Qualifications

- Proven track record of working with victims of domestic violence, their family, and the community preferred
 - Ability to defuse, deescalate, and respond appropriately in a crisis
 - Ability to work with individuals of diverse cultural background and beliefs and marginalized populations
 - Residential experience preferred
 - Detail oriented
 - Able to work flexible schedule – some day and evening hours, possible weekend hours
 - Proficient in Microsoft Office Suite
 - Bilingual capability desirable (English/Spanish; and/or ASL preferred)
 - Bachelor’s degree in related field, or equivalent experience
 - Highly motivated with a passion for the mission of Laurel House
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Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Print Name

Date

Signature

Manager Signature

Laurel House
Job Analysis/ Physical Activities Checklist
SHELTER ADVOCATE

Physical Activities <i>Check all that apply</i>	Frequency <i>(N)Never, (F)Frequently, (O)Occasionally or {R} Rarely; (C)Constantly</i>
Ascending or descending ladders, stairs, ramps and the like.	F
Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.	F
Remaining in a stationary position, often standing or sitting for prolonged periods.	O
Moving about to accomplish tasks or moving from one worksite to another.	C
Communicating with others to exchange information.	C
Repeating motions that may include the wrists, hands and/or fingers.	F
Operating machinery and/or power tools.	R
Operating motor vehicles or heavy equipment.	R
Assessing the accuracy, neatness and thoroughness of the work assigned.	C

Environmental Conditions <i>Check all that apply</i>	Frequency <i>(N)Never, (F)Frequently, (O)Occasionally or {R} Rarely; (C)Constantly</i>
Low temperatures.	R
High temperatures.	R
Outdoor elements such as precipitation and wind.	O
Noisy environments.	O
Hazardous conditions.	R
Poor ventilation.	R
Small and/or enclosed spaces.	R
No adverse environmental conditions expected.	

Physical Demands <i>Check only one</i>	
Sedentary work that primarily involves sitting/standing.	
Light work that includes moving objects up to 20 pounds.	
Medium work that includes moving objects up to 40 pounds.	X

Heavy work that includes moving objects up to 50 pounds or more.	
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