



## Position Description

Position: **Shelter Advocate**

Reports to: Shelter Manager

Location: Safe Haven Center, Lansdale

Status: Full-time (40 Hours) Hourly

FLSA/EEO Class: Non-Exempt/2

Supervisory Responsibility: None

### 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, Director of Shelter and Housing and/or Shelter Manager. Incumbents may hold a part-time or full-time position, depending on availability and needs of the organization. Hours for this position are Monday through Friday from 3pm to 11pm.

### Essential Duties and Responsibilities

- ❖ Provides individual empowerment counseling and advocacy to clients within our safe house
- ❖ Provides hotline callers with crisis and supportive counseling, information and referrals, and assistance with safety planning
- ❖ Screens and admits hotline callers seeking shelter for domestic violence documenting required information
- ❖ Provides Textline visitors with safety planning, resources, and information
- ❖ Orients new residents to communal living and shelter life; ensures that paperwork is completed and/or signed by residents correctly
- ❖ Conducts intakes of clients in shelter, properly documenting each
- ❖ Provides clients in shelter with one-on-one supportive/options counseling in such areas as goal planning, domestic violence education, safety planning, etc.
- ❖ 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
- ❖ Facilitates house meetings (as applicable)
- ❖ Facilitates process by which clients exit the shelter, including checking rooms for readiness for the next client and conducting exit interviews (when possible)
- ❖ Communicates/reviews each client's activities at every shift change
- ❖ Responsible for the security of the shelter, its contents, and the well-being of the clients and their children
- ❖ Conducts long intake within 48 hours of admission (or delegates to another counselor)
- ❖ Ensures that each resident service plan is updated and signed by resident on a weekly basis
- ❖ Responsible for community outreach and some fiscal management
- ❖ Works with counseling department and Shelter Manager to plan and oversee programming for daily resident group meetings
- ❖ Responsible for the overall appearance of the shelter including office space
- ❖ Responsible for greeting donors and ensuring donation paperwork is complete

- ❖ Responsible for organizing and putting away donations
- ❖ 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
  - ❖ Bilingual capability desirable (English/Spanish; and/or ASL preferred)
  - ❖ Detail oriented
  - ❖ Proficient in Microsoft Office Suite
  - ❖ Highly motivated with a passion for the mission of Laurel House
- 
- 

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 MANAGER**

<b>Physical Activities</b> <i>Check all that apply</i>	<b>Frequency</b> <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

<b>Environmental Conditions</b> <i>Check all that apply</i>	<b>Frequency</b> <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.	

<b>Physical Demands</b> <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.	