

## POSITION DESCRIPTION

**POSITION TITLE:** Shelter Women's Advocate  
**ACCOUNTABLE TO:** Shelter Manager

### PRIMARY OBJECTIVE OF POSITION

Performs a variety of duties including support, advocacy, information and referrals to victims (women and/or children) to residents of shelter and/or on 24-hour crisis line.

### SUPERVISION RECEIVED

Works under the supervision of the Shelter Manager

### SUPERVISION EXERCISED

May supervise volunteers, interns or other employees as directed or assigned.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Provides support, advocacy, resources and referrals to residents and on crisis line; completes necessary paperwork to document services provided. Provides crisis intervention/response, support, advocacy, and information/referral to victims in person, via phone, or electronic means (e-mail and/or text messaging); assessing for safety, arranging for shelter or motel and transport as needed; safety planning and/or assistance; and support at the time of evidentiary exam.
- Assists and provides advocacy with Protective Orders when related to domestic violence, stalking and/or sexual assault.
- Provides education, professional training, and/or communication with legislators, criminal justice agencies, medical, human services and other systems to improve their response.
- Accompanies residents to appointments and hearings to secure legal and financial assistance, and as requested; provides follow up contacts with victims.
- Educates and informs the community through media, presentations and area events; serves on committees and boards, as assigned by supervisor.
- Makes referrals to proper staff.
- Provides a safe environment following agency's policies, procedures, and best practices; maintains a safe and sanitary environment through light housekeeping, sorting and maintaining storage areas, sorting donations, laundry, and preparing bedrooms for residents.
- Facilitates support groups, informal groups, house meetings, and assist in goal setting for residents.
- Accompanies residents to appointments, assists with relocation, and provides transportation for residents to get to shelter and while in shelter.
- Provides educational presentations to school personnel and youth in elementary through high school settings as assigned by supervisor.
- Provides follow up services for up to one year
- Coordinates donations received from community.
- Attends interagency meetings; trainings and workshops as assigned by supervisor.
- Keeps accurate records of services provided. Submit board reports monthly to supervisor and statistical reports quarterly, at mid-year, and year end. All reports must be submitted in a timely manner.
- Offer support groups/educational groups.
- Provides opportunities for volunteers and interns.
- Completes a minimum of 80 hours of advocacy training..
- Assists with fundraising, grant writing, special events, newsletter, checking inventory as assigned or directed.
- Attends meetings and training sessions as assigned.
- Maintain relationships with systems that work with abuse victims as well as updating appropriate documentation of services provided, and submit timely reports to supervisor
- Works a flexible schedule including evenings, weekends, and holiday's from time to time providing backup for other staff as needed.

### OTHER RESPONSIBILITIES

Performs other duties and assumes additional responsibilities as directed by the supervisor to ensure efficient and effective operations.

### DESIRED MINIMUM QUALIFICATIONS

#### Education and Experience

- High School diploma or equivalent (G.E.D.)
- Bachelor's degree in social work, human services or related field preferred but not required
- Minimum of one year related work experience desirable

#### Necessary Knowledge, Skills and Abilities

- Knowledge of domestic and sexual violence issues; working knowledge of the legal and social services systems;

referral sources/options

- Skills in operating the listed tools and equipment; skills in answering 24-hour crisis line; skills in conflict resolution, skill in multi-tasking
- Ability to establish and maintain effective working relationships with co-workers, supervisor, director, clients and the general public; ability to communicate effectively orally and in writing.

#### **SPECIAL REQUIREMENTS**

- Must possess or be able to obtain a valid driver's license and have a safe and dependable vehicle.

#### **TOOLS AND EQUIPMENT USED**

Requires use of personal computer, calculator, telephone, fax machine, motor vehicle, copy machine, TDD, and household appliances.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. 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 frequently required to sit and talk or hear; use hands and fingers to handle, feel or operate objects, tools or controls; and reach with hands and arms. Employee is required to walk, climb stairs, kneel, reach, stand, push, pull, lift and move about freely.
- Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level in the environment is usually quiet but can be noisy depending on occupancy.

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.**