

**RESIDENTIAL SERVICES ADVOCATE  
JOB DESCRIPTION**

**GENERAL STATEMENT OF DUTIES:**

Under the direction of the Executive Director, provides a safe environment at the shelter for women and children experiencing domestic and/or sexual violence. Establishes effective working relationships with residents, staff, the community and other internal/external human service agencies.

**QUALIFICATIONS:**

1. Minimum of a high school diploma or equivalent required. Some college courses in social work, human services, psychology, etc. preferred
2. Previous experience and training preferred on the dynamics of domestic violence, its effect on children, sexual assault, and child sexual abuse.
3. Previous experience and training in the provision of counseling, crisis intervention, and group dynamics.
4. Previous work experience in a 24-hour residential setting preferred.
5. Knowledge and aptitude in computer use.
6. Valid Driver's License and Reliable transportation.
7. Must be committed to the concept of empowering adult and child victims and be able to relate to individuals of diverse cultural and socio-economic backgrounds.
8. Ability to establish effective working relationships with crime victims, law enforcement, prosecutors and other community agencies and members.

**DUTIES:**

1. Oversees the shelter during scheduled hours, including but not limited to, the following:
  - Maintain shelter security and fire drills as assigned
  - Use of emergency security equipment
  - Document service case notes and record appropriate service units.
  - Maintains cleanliness of facility
2. Answers crisis phone line according to procedure and records all calls on crisis call sheet.
3. Receives incoming clients, including but not limited to the following:
  - Prepare client rooms
  - Provide shelter orientation
  - Complete intake file (including releases)
4. Completes client exit interviews.
5. Attends staff meeting and in-service trainings.
6. Supports established routines and resident responsibilities within the shelter.
7. Assists with client needs, client service plans and case management plan as assigned, including transportation.
8. Maintains secured and confidential client records.
9. Assists with shopping, food distribution and keeps pantry organized.
10. As assigned, completes statistical reports as required by agency, funding sources or quality assurance and shelter standards.
11. Ensures shift coverage for scheduled shifts.
12. Provides training, orientation and supervision to volunteers and interns.
13. Documents and sorts in-kind donations.
14. Attends external agency meetings, as assigned.
15. Provides transportation to clients as available.
16. Provides child care to clients as available.
17. Participates on staff committee.
18. Other duties as assigned by Supervisor or Executive Director.

**Schedule:** 0-40 hours as needed

**Worksite:** Shelter

**Supervisor:** Shelter Services & Facilities Manager