

## **HARBOR HOUSE DOMESTIC ABUSE PROGRAMS**

### **Position Description**

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**TITLE: Crisis & Shelter Advocate—Part Time, Weekends, 4 p.m.-11 p.m.**

**REPORTS TO: Manager, Crisis & Shelter Advocacy**

**LAST REVISED: 3/31/2021**

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The Crisis & Shelter Advocate is part of a team of advocates providing direct service to survivors and children experiencing domestic abuse. The role of the advocate is to empower individuals affected by domestic abuse by listening, validating their experience, providing support, information and advocacy. The weekend position is responsible for meeting immediate needs of residents and call-ins and answering our 24/7 crisis phone line. This position is also responsible for interfacing with the public at the front desk and processing donations on weekends.

This position is a part time weekend (and rotating holidays) shift that works 4:00 p.m.-11:00 p.m. The position will be expected to work 8-16 hours per weekend with flexibility for necessary time off. There may also be opportunity to pick up additional 8 a.m-4 p.m. weekend shifts.

#### **PRIMARY ACCOUNTABILITIES AND RESPONSIBILITIES:**

##### *Direct Services*

- Spend one on one time with survivors of domestic violence offering education, support and networking options with other survivors.
- Spend time connecting survivors and children with an emphasis on community building.
- Provide opportunities for survivor participation in the program.
- Solve immediate needs of shelter residents.
- Be comfortable answering 24/7 hotline with callers in crisis.
- Take arrest calls and maintain arrest log.

##### *Communication*

- Actively participate in staffing to provide consistent exchange information.
- Provide consistent and supportive follow through on staffing decisions.

##### *Shelter Maintenance and Security*

- Assist House Manager with shelter maintenance and upkeep.
- Maintain safety of shelter and its residents.
- Coordinate and process donations as needed.

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Compile agency records/statistics pertinent to service provision.
  - Attend all agency staff meetings and required in-services.
  - Work cooperatively with other agency staff.
  - Participate in other duties as assigned.
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**COMPETENCIES:**

- Cultural competency.
- High level of professionalism.
- Be able to define and hold to firm boundaries.
- Excellent communication skills.
- Calm in crisis, able to identify crisis from needs/wants.
- Ability to lift 30 lbs.
- Ability to think on your feet and make quick decisions.
- Basic knowledge of computers and data entry proficiency is necessary.
- Strong understanding of trauma informed care.

**EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:**

- Experience working with people in trauma.
- Degree in human services related field or experience that would match those qualifications.
- Ideal position for a student pursuing a human services related field.

This position description describes the general nature and level of work performed by the individual assigned to this position and should not be interpreted as all inclusive. It does not state or imply that these are the only duties and responsibilities assigned to the position. The employee may be required to perform other job-related duties. All requirements are subject to change and to possible modification to reasonably accommodate individuals with a disability.

This position 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 requirements of the position change.

Job Type: Part-time

Pay: \$13.75 - \$14.75 per hour

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