

HARBOR HOUSE DOMESTIC ABUSE PROGRAMS

Position Description

TITLE: Crisis & Shelter Advocate—Part Time, Monday thru Friday, 4 p.m.-9 p.m.

REPORTS TO: Manager, Crisis & Shelter Advocacy

LAST REVISED: April 14, 2021

POSITION SUMMARY:

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 and connecting them to resources.

This position is a part time position that works Monday-Friday, 4 p.m.-9 p.m. in the crisis & shelter offices.

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.
- Provide information to enhance survivor's collaborative problem solving.
- Participate in co-case management with teammates.
- Provide helpline coverage, information, and referrals to survivors.
- Take arrest calls, maintain arrest log and provide basic legal advocacy as needed.

Communication

- Actively participate in staffing to provide consistent exchange information.
- Communicate with on-call staff as needed.
- 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.

COMPETENCIES:

- Basic knowledge of issues that impact the choices of survivors and enhance their ability to make those choices in an environment of support.
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- Basic knowledge of systems that impact survivors' choices and the safety of families experiencing domestic violence.
- Cultural competency.
- Ability to work well with survivors and their children, handle crises appropriately and communicate effectively with others.
- 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.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:

- Calm under pressure, able to make quick decisions.
- Able to center clients in decision making.
- Good verbal, written, and listening skills.
- Must have good interpersonal skills.
- 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.
