

Shelter Advocate

Job Description: Under the general supervision of the Shelter/XH Manager, incumbents are responsible for providing crisis intervention, peer counseling, emergency response, resource and referral, and other supportive services to survivors of violence in a trauma-informed care and advocacy-based counseling model. Services are typically provided at safe housing locations, Lassen Family Services' Business Office, and other community locations. Documentation of services will include developing case plans and completing progress notes. This position will include answering phones, emails, and greeting the public. Will provide monthly support to "back-up" and Crisis Line.

Reports to: Shelter/XH Manager, Executive Director

Job Classification: Non-exempt, non-supervisory

Essential Duties and Responsibilities May Include: *(The following is generally representative of the duties and responsibilities of this job classification. It is not a complete description of all possible job assignments, nor is it restrictive as to job assignments and responsibilities which may be required of an incumbent.)*

- Provides direct services to survivors of domestic/sexual violence and elder abuse including assessment of needs through case management plans that address both immediate and long-term needs.
- Provide crisis intervention, advocacy, emergency response, accompaniment, transportation, counseling, referrals to outside agencies, and other support services.
- Provides "back-up" and support to Crisis Line monthly.
- Answers emails, telephones, directs calls, and takes messages.
- Communicates with survivors, employees, and other organizations and individuals to answer questions, and disseminate or explain information.
- Maintain systems and services that ensure survivors are provided with consistent, culturally relevant, high-quality services.
- Understand and meet the needs of people who have experienced domestic/sexual violence and elder abuse from a variety of socio-economic and ethnic backgrounds.
- Ensure case management and on-going casework is completed in a timely manner with survivors.
- Conduct regular safe-house walk-throughs of all units and report to appropriate parties if there is anything that needs to be done or fixed.
- Inventory and maintain supplies for all safe-house locations.
- Assist participants with establishing housing and the move-in process including moving and setting up furniture and other items, safety planning, and other needs that are identified by the survivor and falls within the scope of agency and grant guidelines.
- Performs various duties as workloads, temporary absences or emergencies dictate.
- Provides general administrative, clerical and program support.

- Ensures casework records are maintained in compliance with grant goals and objectives and Lassen Family Services' policies and procedures.
- Compiles statistical information according to grant compliance standards.
- Provides public education on issues related to abuse and the services offered at Lassen Family Services.
- Attends conferences and workshops related to abuse, networks with other service providers, and maintains positive working relationships with community agencies.
- Attends and participates in staff, City Council, and Board meetings
- Performs other duties as assigned.

Skills and Abilities:

- Ability to prepare and maintain accurate written records.
- Ability to work within the confines of confidentiality and ensures that professional boundaries are maintained.
- Ability to establish positive, effective, and cooperative working relationships and use good judgment, initiative, and resourcefulness when dealing with other employees and the public.
- Ability to effectively communicate, understand instructions, and follow directions.
- Ability to work effectively in a fast-paced environment, with changes in priorities and in emergencies.
- Ability to work independently and productively with minimal supervision.
- Ability to work as a team member.
- Ability to communicate clearly and concisely, both verbally and in writing.
- Ability to identify problem areas within the scope of the position and find solutions.
- Ability to provide peer counseling, crisis intervention, and support services for survivors and their families.
- Ability to demonstrate sensitivity to issues surrounding abuse.
- Ability to communicate with people from a variety of socio-economic, cultural, and ethnic backgrounds.
- Ability to demonstrate commitment to the agency's mission and values.

Knowledge of:

- Community organizations that provide social services and support.
- Administrative and clerical procedures.
- Service principles and practices.
- Service assessment methods and techniques.
- Teamwork principles.
- Individual and group peer counseling principles, methods, and techniques.
- Trauma-Informed Care.
- Cultural awareness and application.
- Office equipment including faxes, copiers, computers, printers, etc.
- Windows based office technologies including Word, Excel, PowerPoint, and Adobe

Training/Experience/Education:

- Experience in human services, social work, psychology, or a related field is preferred or anything that would likely provide the required knowledge and abilities is qualifying.

- Ability to motivate and inspire others in a positive manner.
- Completion of Lassen Family Services' Crisis Intervention Peer Counselling Training must be obtained within 1 year of hire. Agency training provided.
- CPR certified or completion of certification within 1 year of hire. Can be provided by agency.

Typical Physical Qualifications: *(LFS will discuss and make reasonable accommodations for job candidates and incumbents with disabilities.)* Sit for extended periods; frequently stand and walk; stoop, kneel, and crouch to pick-up, clean and or move objects; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 40 lbs.; corrected hearing and vision to normal range; use of office equipment including telephone, computer, calculator, copier, fax, and time clock.

Typical Working Conditions: Work is normally performed in the shelter, the transitional housing units and throughout the community; counseling and crisis intervention may be provided in a variety of safe environments; frequent driving to different locations and sites throughout the service area; frequent contact and communication with other staff, the public, survivors, and representatives of other agencies; work hours are variable and outside of the normal (8:00am - 5:00pm) workday to meet the requirements of the position; incumbents are expected to be available on stand-by for crisis intervention responses at any time during specifically assigned time periods.

Special Requirements:

- Possession of a valid, current California Driver's License with an acceptable DMV Record.
- Proof of current auto insurance and adequate coverage.
- Acceptable state, FBI, and CACI criminal background check.
- Drug test required. Testing negative for marijuana is not necessary.

Applicant
Signature: _____

Print
Name: _____

Date: _____

Approved: