



Job Title: Part-Time Crisis Advocate - Shelter

Immediate Supervisor: Shelter Manager

Hours: Evenings, weekends, overnights, holidays

Job Summary: Implementation of Services to Residential Clients

Duties and Responsibilities:

- Implement direct client services to victims of domestic and sexual violence.
- Answer the hotline of the Safe House of Southeast Missouri.
- De-escalation and crisis intervention.
- Trauma informed approach to client services.
- Maintain direct contact with residents to assess needs during the shift.
- Maintain safety and security of the shelter.
- Establish and maintain client files in the database.
- Assist clients with referrals to community resources as needed.
- Assist with education and enhancing parents' understanding of domestic or sexual violence and its effects on children.
- Report any instance of abuse or neglect to immediate supervisor.
- Assess problematic areas and disarm situations.
- Engage and assist in training volunteers who are involved in providing direct services to clients.
- Participate in evaluation practices to ensure quality of agency services.
- Engage in a minimum of 75% of staff meetings over a calendar year.
- Attendance is required at one fundraiser (can include set up/tear down) and/or one special event per year.
- Adhere to all policies of the Safe House of Southeast Missouri

Individual Shift Responsibilities:

- Answer the hotline.
- Complete intake/exit procedures with residents.
- Update shift notes daily noting services given and issues that occurred on the shift.
- Document all medications given to you by the client in the client file and database.
- Complete walk through of the shelter and interact with clients.
- Accept and help organize donations in the appropriate place.
- Ensure that doors and windows are always locked. Ensure the security system is working properly.

- Maintain shelter facility during the shift by reporting any situation regarding condition of the shelter or shelter property.
- Refer to the “shift expectations” list for items that need to be completed on shift.
- Document any supplies or repairs needed in the shelter.
- Other duties as assigned by the Shelter Manager or Operations Director.

Qualifications:

- High School/High Set Certification Required. BS/BA preferred in Human Services field or equivalent experience.
- Previous advocacy experience or experience working with victims of domestic and sexual violence preferred.
- Strong verbal/written communication skills.
- Ability to work independently and as team.
- Ability to work with people of various ethnic, racial, and socioeconomic backgrounds.
- Ability to maintain confidentiality.
- Strong organizational and administrative skills.
- Ability to utilize standard office equipment and software.
- Must be able to pass a state and national background check.
- A 90-day probationary period is required for all employees.