



Shelter Advocate

Job Description

Position Summary

Shelter advocates provide 24-hour shelter coverage, supplying crisis intervention and emotional support to clients, answering the crisis hotline, monitoring the safety and security of the shelter, ensuring the cleanliness and sanitation of the shelter and carry out scheduled activities for the residents.

Supervisory Relationships

Reports directly to the Coordinators

Starting Salary: \$14/hr + health and vision benefits, 401(k) (following a qualifying period) and a generous PTO package.

Principal Accountabilities:

1. Answer the 24-hour crisis hotline. These calls include providing crisis intervention, resource referrals, and admittance into shelter.
2. Monitor safety and security of shelter residents, volunteers, and staff.
3. Follow all policies and procedures. These are subject to change based on grants, staffing needs, the current environment, etc.
4. Assign room and bed linens to each incoming family.
5. Establish a warm, caring, and supportive atmosphere for residents and children coming into shelter.
6. Perform intake interview with all incoming residents upon arrival.
7. When working with clients entering shelter all Advocates must:
 - a. Complete orientation to include going over the Shelter Rules and Resident Handbook
 - b. Make sure that each resident is offered a physical copy of the handbook
 - c. Document the arrival of resident in the end of shift notes
 - d. Update the bed board to reflect the current number of residents
 - e. Give the new resident a tour of the facility and inform them of services available
8. Enter client data into Newhouse's computerized database system, Apricot.
9. Maintain all written records as required.
10. Implement all house rules and policies. This includes clearly communicating the expectations to the residents living in the house.
11. Check resident chores daily.
12. Complete daily meal counts.
13. Provide ongoing emotional support to residents.
14. Keep bed board updated throughout shift.
15. Provide a resident with special accommodations if they have an injury, special need, disability, illness, etc. This includes, but is not limited to, TTY, disabled room accommodations, lower bunk access, interpreter, medical care, etc.

16. Obtain signatures from each adult resident in shelter on the bed night sheet to verify their continued bed occupancy.
17. De-escalate residents that may be triggered or experiencing a Trauma Response possibly using DBT skills or a trauma-informed approach.
18. Complete the shift checklist and/or listed projects.
19. Provide any required materials for/or prepare any scheduled activities for residents.
20. Carries out scheduled weekly activities for the residents.
21. Responsible for the cleanliness and sanitation of the shelter.

Experience, Abilities and Qualifications:

1. Knowledge and understanding of domestic violence through educational and/or experiential learning.
2. Care and concern for adults and children coming from abusive homes.
3. Ability to effectively organize and prioritize tasks, details and assignments to meet deadlines.
4. Proven history of self-directed work to improve processes, client experience and overall operations.
5. Must possess executive maturity, sound judgment, a professional appearance and act as a team player.
6. Demonstration of integrity, honesty, and high ethical standards.
7. Efficient and keen interpersonal skills, being sensitive to our Trauma Informed Care model.
8. Alignment and adherence to the Newhouse mission, vision, values and organizational culture.
9. Knowledge and practice of non-violent methods of regulation and behavior correction.
10. Willingness to explore community resources that are available to support families in shelter.
11. Adaptability and flexibility in unpredictable or high stress situations.
12. Ability to use basic computer programs and enter accurate and timely information into our shelter database.

Physical Demands:

The physical demands and characteristics of the work environment expected are typical of those in an office setting, however, additional functions may be required to meet the needs of our clients. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to lift and carry 20 lbs.; climb stairs, sit for short or extended periods of time, be exposed to people from varying backgrounds and health conditions and must be able to maintain composure in stressful situations.

*This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and employee, and it is subject to change as the needs of the employer and the requirements of the job change.

At Will Employment:

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

<p>Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.</p>
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Equal Opportunity + Affirmative Action Employer

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.