



JOB TITLE: Shelter Advocate

REPORTS TO: Shelter Coordinator/Program Director

POSITION PURPOSE: To provide client centered crisis intervention, in person, or by phone to coordinate advocacy, emergency shelter and/or transportation for clients and their families.

NATURE AND SCOPE:

This position is subject to Board policies, administrative rules and procedures, department regulations and applicable State and Federal statutes. This position carries no administrative authority or responsibility.

ESSENTIAL QUALITIES:

- Support the mission and vision and values of Safe Passage
- Communicate in an inclusive and collaborative manner.
- Develop trust among co-workers through honesty and fairness.
- Ability to work independently as well as part of a team.
- Be respectful, caring and courageous.
- Possess personal qualities of integrity, credibility and accountability
- Be involved in, and supportive of continuous overall improvement of the center.
- Maintain satisfactory job attendance record.
- Use personal safety techniques to avoid exposure and injury to self and other staff.

ROLES AND RESPONSIBILITIES:

- Provide client-centered, strength-based services. Advocates on a weekly basis will provide case management to clients (or more often) as assessed by client's needs and availability.
- Greet new clients, interview, complete intake forms (as well as data entry); give house tour within the first 3 hours of a new client entering the shelter.
- Document activities of clients in daily log according to Safe Passage Policies and Procedures.
- Distribute clothing, hygiene supplies, diapers, etc. as needed.
- Monitor and record the distribution of grant funded supplies.
- Assist clients in accomplishing shared household duties and oversee order and cleanliness of shelter.
- Perform cleaning, organizing, and safety duties for the shelter.
- Insure safety of clients by monitoring household policies, securing doors, setting alarms, etc.
- Answer hotline crisis calls as needed according to procedures.



- Maintain strict confidentiality of client, staff, Board and administrative matters.

OTHER JOB FUNCTIONS:

- Perform administrative tasks as necessary e.g. campaign mailings, data entry, filing, etc.
- Provide education, resources, information and referrals as to the dynamics of domestic violence/sexual assault.
- Act as the agency's ambassador: always edify agency, staff and Board to enhance and promote its positive image in the community, the State and among peer agencies.
- Arrange for substitute shelter advocate coverage in the event of your needed schedule change along with a leave request form to shelter manager for approval.
- Attend required trainings, including but not limited to CPR classes and Advocate trainings.
- Perform other job-related duties as assigned by Director, Coordinator and/or Supervisor, including attendance at work-related meetings and participating in community health/social-related events.

WORKING CONDITIONS:

- Work is performed primarily at the shelter, indoors with infrequent responses outdoors for urgent care or monitoring for environmental safety risks or conducting wellness activities. Involves sitting, walking and occasional lifting up to 40 pounds. Requires the use of computers, office equipment and driving personal vehicle. Visitation to homes and offices of health care or social service providers as well as attendance at evening and weekend activities may be necessary. May work with high stress children, family, or personnel situations.

KNOWLEDGE SKILLS AND ABILITIES:

- Ability to model non-violent conflict resolution and use non-violent forms of guidance.
- Demonstrate a clear understanding of personal boundaries and ability to maintain professional boundaries between clients and staff.
- Ability to model and actively promote positive, nurturing interactions between adults and children in shelter.
- Demonstrate knowledge of the dynamics of domestic violence and sexual assault.
- Demonstrate ability to intervene in unpredictable crisis situations to manage a positive outcome.
- Demonstrate knowledge of community resources for victims of violence and abuse.
- Demonstrates effective written and verbal communication skills.



- Ability to multi-task and work independently with high degree of accuracy, efficiency and attention to detail.
- Experience with computer programs such as databases, Microsoft Office, and the Internet.
- Ability to attend 20 hours of required training per year.
- Ability to obtain yearly Criminal History Background check clearance.

QUALIFICATIONS:

- Associates degree in related field or comparable experience.
- Minimum experience:
 - One year within the last five years working in a related position.
 - Experience in the use of computer systems.
 - Preferred completion of a bachelor's degree in a related health or social service field.
- Required current Criminal History Background check clearance.
- Required completion of 32 hours of Crisis Intervention training.
- Required completion of a CPR for children and adults and First Aid.

PRIMARY LOCATION: Safe Passage Offices: 850 N. 4th, Coeur d Alene, ID 83814. Confidential Safe Shelter

SALARY RANGE: \$19-\$21

SHIFT TYPE: Full-time, Day or overnight shifts on site, Flexibility required

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.