



<b>TITLE:</b>	On-Call Part Time Residential Advocate
<b>RESPONSIBLE TO:</b>	Lead Residential Advocate
<b>POSITIONS SUPERVISED:</b>	None
<b>WAGES/SALARY:</b>	Commensurate to experience and qualifications
<b>TIME COMMITMENT:</b>	<b>Part-time/20-28 hours per week</b>

#### **GENERAL SUMMARY:**

The Residential Advocate will collaborate with survivors along the path towards their self-determined goal(s) and will employ ethical and inclusive practices that are trauma-informed, survivor centered and founded within an anti-oppression framework. The Residential Advocate will understand and model the application of the [Core Competencies of Advocacy](#) to their work with colleagues, community partners, survivors and others. This person will collaborate with a team of Residential Advocates and other safe house staff and volunteers to provide supportive listening as well as advocacy and referrals while assisting survivors and their families in accessing services internally and within our communities. They will work on a shift-based team of advocates that allows us to provide staff coverage of the safe house 24/7/365. The Residential Advocate will have the ability to work a rotating on-call shift that is scheduled in advance and that supports 24/7 crisis and support service delivery system to the Domestic Assault Response Team (DART).

#### **PROFESSIONAL REQUIREMENTS:**

- Passion for social justice and the mission of the agency.
- Committed to the elimination of racism, sexism, classism, homophobia and other forms of oppression.
- An understanding of [intersectionality](#) and how identity impacts [trauma](#).
- Openness to learn and teach about trauma-informed services and survivor-centered approaches to working with victims of stalking, sexual and domestic violence.
- Ability to address one's own privilege when working with diverse populations.
- High comfort level working in stressful environment, the ability to self-motivate and willingness to be flexible in schedule and approach to address survivor needs and crisis situations.
- Excellent interpersonal skills and a collaborative work style when approaching colleagues, survivors, and community partners.
- Proficiency in using Word and utilizing Outlook for electronic mail communications.
- Flexibility to think outside of the box, try new ideas and let go of those that are not bearing fruit.
- Willingness to be open-minded when learning new concepts or philosophies and to be open to changing perceptions and opinions in this movement-based work environment.
- Excellent oral and written communication skills in an environment where clear and consistent communication is expected and required among all staff.

## **ESSENTIAL DUTIES & RESPONSIBILITIES** *Other duties may be assigned*

- Provide supportive services to survivors residing at the safe house as well as information in a trauma-informed manner that supports empowerment and respecting participant's right to autonomy.
- Responsible for answering the 24 Hour Help and Support line while also supporting and covering the residential advocate shift at the safe house.
  - When answering the 24 Hour Help and Support line the Residential Advocate will provide crisis intervention, advocacy services, supportive listening, trigger planning, safety planning support and other information as callers request;
  - As well as providing support for primary and secondary survivors as well as community members regarding sexual violence, domestic violence, dating violence and stalking.
- Will be required to multitask in order to support safe house residents, overall management of the residence, walk-in crisis situations as well as answering the 24 Hour Help and Support line.
- Responsible for complete survivor intakes as required; including completing all paperwork and documentation for each intake.
- Conduct individual needs assessment activities and based on self-identified needs assist participants in developing individual plans of service as requested and/or scheduled.
- Provide safe affordable housing search and relocation information, support, assistance and referral services as requested.
- Document individual activity in compliance with agency, funding sources guidelines and procedures.
- Maintain tracking logs including: telephone, safety, evacuation and fire drill activities.
- Ensure all safehouse residents receive and review handbooks and are fully informed and aware of health and safety requirements and guidelines for communal living; revisit this regularly with residents on an individual basis as requested or as needed.
- Conduct inventory of household supplies.
- Ensure rotation of food/household supplies occur on a regular basis.
- Ensure day-to-day operations occur in compliance with the agency's health and safety procedures.
- Utilize personal and/or agency vehicle to safely transport survivors to service related activities/facilities/events as required.
- Provide children's program activity support and/or information and referrals where indicated.
- Perform additional program tasks as requested.
- Maintain professional collaborative relationships within and outside of the agency.
- In compliance with state and federal confidentiality and legal guidelines, maintain the strictest level of confidentiality.
- Serve on a minimum of one agency/staff committee.
- Assist in the agency's ongoing staff training activities.
- Attend all trainings as required by agency, funding/accreditation source standards

## **QUALIFICATIONS:**

- While survivorship is not a requirement for employment with Hope Shores Alliance, we value the contributions survivors make in doing this work and we celebrate our shared collaboration in the movement.
- A minimum of a high school diploma or equivalent required.
- Must successfully complete intra-agency domestic violence and sexual assault training

within the initial 30 days of employment.

- Attend and successfully complete [MCEDSV New Service Provider Training](#) within the initial 180 days of employment.
- Must successfully complete all other job related required training within 180 days of employment.
- Must possess or attain Red Cross First Aid and CPR certification within the first 180 days of employment as provided by Hope Shores Alliance.
- Must possess excellent communication skills and be comfortable engaging in challenging conversations and comfortable engaging with diverse audiences and stakeholders.
- Must possess a valid driver's license and good driving record as well as provide proof of valid insurance.
- Must pass Criminal History, Child Abuse and Neglect Central Registry and State and National Sex Offender background checks.

*Hope Shores Alliance is an equal opportunity employer. It is against the agency's policy to discriminate or refuse employment based on: marital status, sexual orientation, age, color, height, weight, national origin, physical or mental handicap, gender, religion or race.*

*Hope Shores Alliance is dedicated to maintaining a smoke and drug free environment in the interest of a healthy safe environment for those whom we provide service(s) and employees of the agency.*

*Your employment with Hope Shores Alliance is voluntary and is subject to termination by you or Hope Shores Alliance at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of Hope Shores Alliance employees.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date