



<b>TITLE:</b>	Residential Advocate
<b>RESPONSIBLE TO:</b>	Emergency Shelter Manager
<b>POSITIONS SUPERVISED:</b>	None
<b>WAGES/SALARY:</b>	Commensurate to experience and qualifications
<b>TIME COMMITMENT:</b>	<b>Part-time</b> 20-28 hours per week <b>Full-time</b> 32 – 40 hours per week

#### **GENERAL SUMMARY:**

The Residential Advocate will collaborate with a team of shelter staff and volunteers to provide supportive listening as well as advocacy and support with referrals while assisting survivors and their families in accessing services internally and within our communities. The Residential Advocate will achieve this by supporting survivors to achieve 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 that supports empowerment and respecting participant's right to autonomy. They will work on a shift-based team responsible for coverage of the emergency shelter, 24/7/365. They will understand and model the application of the [Core Competencies of Advocacy](#) to their work with colleagues, community partners, survivors and others. The Residential Advocate will have the ability to work additional, rotating on-call shifts, while receiving a stipend. The on-call shift supports 24/7 crisis and support service delivery system to the Emergency Shelter during times of high census, and coverage is scheduled in advance and with employee input.

#### **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 of sexual violence, domestic violence, dating violence and stalking who are connecting through the emergency shelter; whether as residents, callers, or walk-in visitors.
- Responsible for answering the 24 Hour Help and Support line while also staffing the emergency shelter residential advocate office.
  - 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;
- Responsible for completing survivor intakes within 24 hours of survivor check-in at the shelter.
- 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.
- Responsible for all general housekeeping duties while on shift, and to complete these in compliance with the agency's health and safety 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.
- Utilize personal and/or agency vehicle to safely transport survivors to service related activities/facilities/events as required.
- In compliance with state and federal confidentiality and legal guidelines, maintain the strictest level of confidentiality.
- 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.
- Comfortable stocking pantry shelves, and moving inventory between pantries.
- 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.

*We understand that violence disproportionately harms the most marginalized people in society — including people of color, LGBT+ folks, and people from impoverished backgrounds. We believe that these communities must be centered in the work we do and therefore we strongly encourage applications from people with these identities or who are members of other marginalized communities.*

*Hope Shores Alliance is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.*

*Employment with Hope Shores Alliance is "at-will" and is subject to termination by you or Hope Shores Alliance, with or without cause, and with or without notice, at any time. Nothing in agency policies will 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.*

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Employee Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date