

**THE WOMEN'S CENTER  
JOB DESCRIPTION**

**JOB TITLE:** Shelter Advocate  
**POSITION:** Full & Part time, Multiple Shift  
**CLASSIFICATION:** Non- Exempt  
**DEPARTMENT:** Shelter  
**REPORTS TO:** Director Shelter and Transitional Living Services  
**SALARY GRADE/LEVEL/RANGE:**  
**LOCATION:** 505 BUILDING

**MISSION**

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The mission of The Women's Center is to provide safety, shelter and support to empower all impacted by domestic abuse, sexual violence, child abuse and trafficking.

**SUMMARY/ OBJECTIVE:** The primary responsibility of this position is to provide coverage for the domestic violence shelter and the 24-hour hotline and provide guidance, advocacy and support to shelter residents.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide crisis intervention advocacy and support to residents.
- Primary coverage for 24-hour hotline providing information and referral, crisis intervention, and pre-screening of potential residents.
- Maintain accurate and complete records and statistics.
- Participate in training and orientation of support staff and volunteers.
- Interact positively and appropriately with all clients.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
- Participate in agency meetings and trainings.
- Keep community resource information current and easily accessible.
- Work with clients and colleagues to ensure the smooth and orderly operation of programs.
- Mediate interpersonal problems between residents.
- Make regular rounds to ensure that residents and program areas are safe and secure.
- Communicate with other staff to resolve problems with residents.
- Adhere to organizational compliance with all local, state and federal regulatory agencies.
- Ensure compliance with all safety and work rules and regulations.

- Ensure confidentiality of all clients utilizing services.
- Completes other duties as needed and/or requested by supervisor to align with mission and vision of the organization.

**Marginal Duties:**

- Greet visitors, callers, and donors, and handle their inquiries or direct them to the appropriate persons according to their needs.
- Receive, record and organize donations.
- Arrange transportation for clients as needed.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**KNOWLEDGE, SKILLS:**

- Work and/or volunteer experience related to domestic violence, social work and/or residential programs.
- Excellent organizational skills and attention to detail.
- Knowledge of and experience in crisis intervention.
- Sensitivity to women's issues.
- Computer experience required.
- Ability and willingness to work both individually and as part of a team with other staff in provision of services to residents.
- Experience with a multi-line telephone system.
- Verbal and written skills — ability to convey information effectively and as appropriate for the needs of the audience.
- Active listening — giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension — understanding written sentences and paragraphs in work related documents.
- Time Management — managing one's own time.
- Service Orientation — actively looking for ways to help people.
- Coordination — adjusting actions in relation to others' actions.
- Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**EDUCATION/EXPERIENCE:**

- High school diploma or equivalent required

**LANGUAGE SKILLS:** Ability to read, write, communicate, and comprehend English. Must demonstrate an ability to respond to common inquiries or complaints from clients, regulatory agencies, or members of the business community.

**REASONING ABILITY:** Ability to utilize critical thinking- such as using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

**OTHER SKILLS AND ABILITIES:** Bilingual preferred

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The ability to lift up to 25lbs.
- Ability to ambulate up and down stairs.
- Walking throughout the shelter residence and movement between various buildings is required.

**WORK ENVIRONMENT:** The Work environment described here is representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.

The employee may be required to perform work-related travel.

Works predominantly indoors, but may need to go between different buildings.

The noise level in the work environment is usually moderate.

**ADA:** The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

**AAP/EEO:** The Women's center is an equal employment opportunity and affirmative action employer and all qualified applicants will receive consideration for employment

without regard to race, color, religion, sex, national origin, age, protected veteran status, status as a qualified individual with a disability, or any other characteristic protected by law.

*This Job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.*

Signatures: