



## SAFE HAVEN Job Description

**TITLE:** Shelter Advocate  
**CLASSIFICATION:** Part-time, hourly  
**REPORTS TO:** Shelter Supervisor/Executive Director

**JOB SUMMARY:** Responsible for providing support, information, resources and encouragement to victims of domestic violence and sexual assault who are residents of the emergency shelter; answer the 24 hour crisis line and provide support and referrals as necessary; maintain the integrity of the shelter and its residents by ensuring needs for food, hygiene products and cleaning supplies are met and the shelter is safe and secure.

### DUTIES AND RESPONSIBILITIES

- Maintain confidentiality and safety of shelter and its residents.
- Provide support, information, resources and encouragement to residents and their children.
- Complete screening for walk-ins requesting shelter; complete intake and provide for any needs at the time of admission; including referral to other agencies as necessary.
- Provide hotline crisis advocacy, information and referral.
- Assist Advocates in providing and/or coordinating intakes, one on one contacts with residents and walk-ins, record keeping.
- Maintain a positive and trauma informed atmosphere in shelter; encourage positive communication among residents and ensure a calm and stable environment.
- Assist Shelter Supervisor with shelter maintenance, upkeep and house meetings with residents.
- Keep accurate records and clear, written communication.
- Work cooperatively with other staff and volunteers toward fulfilling program objectives.
- Use positive/effective interpersonal communication skills.
- Attend staff meetings.
- Other duties as assigned.

### MINIMUM TRAINING AND EXPERIENCE REQUIRED

High school graduate with one or two years of social service program experience or any combination of education and experience that provides equivalent knowledge, skills and abilities. Understanding of domestic violence and sexual assault issues and/or crisis management experience is desired.

### SKILLS AND ABILITIES

1. Good verbal/written communication
2. Able to maintain **stringent confidentiality requirements**
3. Ability to work in a crisis situation
4. Problem solving skills
5. Ability to relate to people from diverse backgrounds

*SAFE HAVEN is an EOE. In compliance with the Americans with Disabilities Act, SAFE HAVEN will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*