



## **Crisis Advocate Job Description**

**Job Title:** Crisis Advocate

**Job Summary:** Implementation of services to Residential and Non- Residential clients.

**Immediate Supervisor:** Shelter Director

### **Duties and Responsibilities:**

- Implementation of direct client services to victims of domestic and sexual violence.
- Assist with education and enhancing parents understanding of domestic or sexual violence and its effects on children.
- Assist clients with referrals to community resources as needed.
- Work with volunteers who are involved in providing direct client services to clients.
- Establish and maintain client files in the database.
- Assist clients in setting goals for long term and short term in coordination with the case manager.
- Give assessments of needs and recommendations to make necessary referrals for clients.
- Report and instance of abuse or neglect to immediate supervisor.
- Direct contact with residents to assess needs during the shift
- Assess problematic areas and disarm situations
- Know who is responsible for the children in the shelter at all times.
- Maintain safety and security of the shelter.
- Adhere to all policies of the Safe House for Women, Inc.

### **Individual Shift Responsibilities:**

- Answer the hotline and business line of the Safe House for Women, Inc.
- Accept and document donations; help organize donations in the appropriate place.
- Document all medications given to you by the client in the client file and database.
- Ensure that doors and windows are locked at all times. Ensure the security system is working properly.
- Escort clients and their children in and out of the shelter.
- Maintain shelter facility during the shift by reporting any situation regarding condition of the shelter or shelter property.
- Inform the Shelter Director or Executive Director when something is not working properly and repairs will be necessary.
- Document any supplies or repairs needed in the shelter.
- Complete intake/exit procedures with residents.
- Update shift notes daily noting services given and issues that occurred on the shift.

- Other duties as assigned by the Shelter Director or Executive Director.

**Qualifications:**

- Ability to adjust schedule and work flexible hours as needed. This includes evenings, weekends, and holidays.
- Ability to communicate both orally and in writing in a clear and concise manner with clients, staff, community members, and volunteers.
- Ability to work as a team member.
- Previous advocacy experience or experience working with victims of domestic and sexual violence.
- Ability to work with people of various ethnic, racial, and socioeconomic backgrounds.
- Ability to maintain confidentiality.
- Must be able to pass a state and national background check.
- A 90-day probationary period is required for all employees.