

Position Summary: Work as part of the residential team to provide intervention and support services to victims of family violence and sexual assault to aid in recovery from abuse

Residential Advocate

Qualifications

- High School Diploma/GED
- Two years previous work/volunteer experience, performed at a minimum of 20 hours/week
- Previous experience in client services preferred
- Bachelor's degree in a related field preferred
- Bilingual preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

Essential Duties and Responsibilities

Primary Job Functions:

- Maintain confidentiality of client information and shelter locations
- Maintain 24-hour hotline, providing crisis intervention and support services
- Participate in the ongoing case management of residential clients to include goal setting and action planning, evaluating client progress, and working with clients to identify needed resources and/or options
- Provide information to clients about family violence and sexual assault dynamics and healing processes
- Provide information to clients about basic life skills, addiction management, healthy relationships, parenting, budgeting, and other needed tools
- Use crisis intervention and peer support techniques to facilitate recovery from abuse, decrease the effects of experienced trauma, address negative feelings and behaviors, aide in clients' own self-awareness, and resolve both intrapersonal and interpersonal conflict
- Perform administrative duties to include maintenance of daily communication logs, client service logs, client intakes and paperwork, regular inventories, and hotline documentation
- Provide information and referrals to clients to assist in access to community, medical, legal, and employment resources
- Maintain an understanding of appropriate boundaries and relationships with both clients and staff
- Maintain general cleanliness and basic maintenance of the shelter facilities on a daily basis
- Maintain safety and security of the physical structure of the shelter facilities
- Provide access to needed items to include food, clothing, personal hygiene items, and telephone
- Provide access to transportation and medical care
- Provide information about training for and seeking employment
- Provide access to a residential child advocate and to services focused on meeting the specific needs of children
- Orient clients to agency and shelter procedures and to available support resources
- Provide information relating to legal issues and provide assistance in the civil and criminal justice systems to include obtaining both crime victims compensation benefits and protective orders
- Provide information regarding voluntary and involuntary terminations of services and access to an appeals process for services rendered
- Provide shelter coverage as needed in a 24/7 schedule rotation
- Maintain all residential equipment

Program Support:

- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients and other staff members
- Collaborate with the residential supervisors and volunteers to coordinate provision of shelter support services
- Assist with the creation and maintenance of a job manual specific to the functions and procedures of Residential Advocates
- Manage and submit documentation of hours worked in accordance with agency policies
- Attend meetings & trainings pertinent to job performance

Statistics & Reporting:

- Complete all paperwork and reports necessary to maintain compliance with agency policies and procedures.
- Compile client statistic reports as needed for different granters and internal reports

Public Relations:

- Assist the Executive Client Services Director in maintaining a positive relationship with other agencies, community representatives, funders and professional organizations
- Attend agency sponsor community events as needed

Personal Skills:

- Ability to remain calm and make decisions effectively while coping with crisis situations
- Ability to understand and comply with confidentiality policies
- Ability to handle multiple tasks and prioritize workload
- Ability to organize work area
- Requires good verbal and written communication skills
- Must have emotional/physical stamina to deal with prolonged crisis situations
- Ability to work independently without supervision
- Ability to be flexible and change duties with short notice as needed

Physical/Sensory:

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours