



Resource Advocate

Department: CP Shelter
FLSA Status: Nonexempt

Job Status: Part Time
Reports To: Shelter Manager
Amount of Travel Required: 25%
Positions Supervised: None

Work Schedule:

28 hours M-F. Schedule is subject to change to meet operational need with notice.
Must be available to work occasional evenings/weekends/on-call as per need of agency.
Some Holiday work is required.

POSITION SUMMARY

The Resource Advocate/Crisis Line Worker will serve as the staff member on duty for crisis response and resident advocacy at local domestic violence and sexual assault program. The Resource Advocate/Crisis Line Worker will provide client intake, client departure, support services, advocacy, and assist in maintaining a safe, secure, and comfortable shelter environment for survivors of domestic and sexual violence and their dependent children, and those impacted by elder abuse and exploitation. The Resource Advocate/Crisis Line Worker will respond to calls on a 24-hour crisis hotline by providing crisis intervention, advocacy based counseling, referrals and information. The Resource Advocate/Crisis Line Worker will adhere to the empowerment philosophy of advocacy.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Implement agency mission and empowerment philosophy.
- Adhere to agency policies and procedures.
- Maintain agency policy on confidentiality, record keeping and professional ethics
- Respond to calls on the agency's 24-hour crisis hotline.
- Dispatch First Responders.
- Provide crisis support and advocacy based counseling to hotline callers and women/children in residence utilizing Blue Water Safe Horizons' empowerment counseling model.

- Process phone and in-person intakes for shelter.
- Assess danger of client situation and safety planning.
- Assess lethality of suicidal clients and take appropriate action.
- Maintain records of crisis calls and service to shelter residents.
- Provide information and referrals to callers and residents.
- Assist residents with concerns or needs that arise.
- Provide for the safety and security of the shelter, its residents and staff.
- Maintain referral manuals.
- Responsible for data input to accommodate funding sources.
- Coordinate services with other departments in the organization.
- Conduct relationships with staff to promote mutual respect, improvement of services, and interdepartmental program development.
- Notify the Shelter Manager or Executive Director of any emergency situations that may affect Blue Water Safe Horizons' staff and clients.
- Assure the best possible client utilization of agency services adhering to Blue Water Safe Horizons policies and contracts with funding sources.
- Coordinate with staff to provide thorough and consistent services to all clients.
- Attend all departmental and agency staff meetings, and other meetings deemed necessary by Blue Water Safe Horizons.
- Perform other duties as assigned by the Shelter Manager.

Competency Statement(s)

- Accountability - Ability to accept responsibility and account for his/her actions.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Judgment - The ability to formulate a sound decision using the available information.
- Loyal - The trait of feeling a duty to the employer.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Tolerance - Ability to work successfully with a variety of people without making judgments.

SKILLS & ABILITIES

Education: A HSD/GED required. An Associate's degree from an accredited college in human services is preferred.

Experience: Must have past employment, volunteer work, or internship in the field of domestic violence, sexual assault, and crisis counseling and/or enrollment in a degree program in human services.
Experience in a residential facility setting strongly preferred.
Must demonstrate sensitivity to survivors of violence and members of diverse populations, and working knowledge of empowerment, oppression, and violence model

Computer Skills: Have proficiency in general computer operations including MS Operating System, MS Word, MS Publisher and use of MS Outlook and Excel.

Certifications & Licenses: Must have reliable transportation, insurance, a valid Michigan Driver's License and a good driving record, with no restrictions. Must pass a criminal background check as a condition of employment.

Other Requirements: Basic understanding of the Criminal Justice System, Crime Victims' Rights, and empowerment based service delivery.
 Ability to work in a high pressure environment with a good sense of teamwork.
 Public speaking experience is helpful.
 Must have the ability to work with diverse populations.
 Exhibits strong interpersonal and administrative skills.
 Is dependable, stable, and capable of following through on commitments.
 Respects confidentiality.
 Exhibits strong team values as well as an ability to work independently
 Ability to work flexible hours and in a fast-paced environment
 Be empathetic and able to remain calm in a crisis situation.
 Understanding of empowerment model and its application to survivors of abuse

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	F	10 lbs or less	C
Walk	F	11-20 lbs	C
Sit	F	21-50 lbs	F
Manually Manipulate	F	51-100 lbs	O
Reach Outward	F	Over 100 lbs	O
Reach Above Shoulder	O		
Climb	O	Push/Pull	
Crawl	O	12 lbs or less	C
Squat or Kneel	O	13-25 lbs	C
Bend	F	26-40 lbs	F
Grasp	F	41-100 lbs	O
Speak	C		

Other Physical Requirements

While performing the duties of the job, the employee is occasionally required to walk; stoop or kneel, crouch or crawl. The employee is regularly required to sit, talk, hear; use hands to finger, handle or feel; and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

This position operates in a community based shelter & environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The work will be performed in the agency based shelter.

Approval
Signature: _____

Date: _____

Approval: _____

Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.