



Employee Job Description

Crisis Advocate

Program: Shelter
Reports to: Shelter Services Manager
Status: Part Time, Non-exempt

Direct Reports:

None

Job Summary:

Provide in person and over the phone advocacy, shelter and housing navigation to those fleeing violence and or affected by homelessness throughout a 20 county service area.

Agency Functions

- Exhibit a belief in non-violence and a willingness to advocate on behalf of populations affected by homelessness and violence in a non-discriminating manner.
- Support and drive FOF's mission and vision.
- Uphold the belief that quality client services are the top priority.
- Agree to work in alignment with the agency's core values.
- Maintain a working knowledge of laws, codes, funding requirements, and services standards that impact the programs you work within.
- Maintain necessary training identified by FOF.
- Maintain confidentiality of clients as defined by Iowa Code and state coalitions.
- Assist in developing and coordinating victim services to reach under-served groups within the FOF service area, including but not limited to elderly, disabled, immigrant, LGBTQ, and isolated people.
- Establish working relationships with area professionals, service providers and the community at-large while promoting a positive reputation of FOF. Assist the agency in providing public education and training
- Maintain up to date familiarity and compliance with agency policy and procedures in order to exercise good judgment in various situations..
- Maintain accurate data and submit reports, including statistical data, as required.
- Promote a healthy work environment.
- Attend FOF staff and program meetings as scheduled.
- Perform other work assignments as requested/needed.

Crisis Advocate Functions

- Maintain a working knowledge of the four FOF programs that elicit a crisis response: Shelter Services, Outreach Services, Human Trafficking Services, and Housing Services.
- Provide comprehensive support and advocacy to victims of violence who seek services through FOF 24 hour crisis line and emergency shelter.
- Achieve consistent safe and secure services adhering to and enforcing written procedures.
- While on duty provide supervision of the shelter facility and provide direct victim services to persons in the shelter according to agency procedures.
- Maintain advocacy network with community professionals and service providers.
- Maintain up-to-date familiarity with agency policy and procedures regarding crisis intervention in order to exercise good judgement in various situations.
- Respond to crisis calls and provide crisis intervention to victims and their children requesting emergency shelter and transportation assistance.

- Complete necessary documentation and assessments for survivors of violence and populations affected by homelessness. Including screenings and assessments, tracking, case notes, etc.
- Assess client needs and work with clients to achieve their goals and objectives.
- Implement agency policies to maintain constant safety of sheltered victims and their children.
- Maintain a flexible work schedule as necessary to meet victim's needs.
- Maintain an immediate awareness of all shelter activity and crisis line responsibilities as defined in the shelter operations manual with particular attention to the demands of overnight shifts.
- Complete client contact sheets on daily basis and information pertinent to victim services provided by the employee.
- Carry out daily cleaning and maintenance of the shelter facility according to agency operating procedures.
- Complete timesheets and employee paperwork as required.
- Maintain advocate certification requirements and complete necessary paperwork.
- Attend Friends of the Family Shelter Advocate meetings.
- Comply with the policies and procedures set by the FOF administration.
- Work with on-call person to coordinate services/respond to requests.
- Research and update Referral Guide.
- Assist with processing and organizing donations.
- Perform other work assignments as requested.

Position Qualifications:

- High School Graduate with a minimum of two years work experience.
- Previous experience in domestic violence or sexual assault and crisis intervention program preferred.
- Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
- Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
- Ability to pass state, federal, and child abuse background checks.

Employee Signature:

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

Signature

Date