Friends of the Family Job Description

**Job Title: Safe Housing Advocate**

**Reports To: Shelter Services Manager**

**Position Status: Full-time Salaried Position**

**Job Summary:** Provide individualized advocacy services to victims of violence who are in need of safe housing within the shelter setting. Provide case management services, with an emphasis on transitioning shelter guests to safe, stable housing.

**Crisis Services Functions:**

1. Exhibit a belief in non-violence and a willingness to advocate on behalf of victims and their children who are affected by rape, sexual assault, domestic violence, human trafficking, or other types of violent crime in a non-discriminating manner.
2. Uphold the belief that quality client services are the top priority.
3. Maintain current understanding and knowledge of sexual assault and domestic violence issues including Iowa Code providing comprehensive support and advocacy services to the fullest extent of the law.
4. Understand and adapt to service changes at the local, state, or national level.
5. Provide emotional support and advocacy to victims of violence which may include, but is not limited to, crisis counseling, information/referrals, follow-up and client transportation.
6. Comply with state advocacy training/certification requirements as well as confidentiality as defined by Iowa Code and state coalitions. Achieve and maintain required certification.
7. Share on-call responsibilities.
8. Work with Crisis Services Team to assure shelter coverage which requires maintaining a flexible work schedule to meet victim’s and shelter needs.
9. Assist in developing and coordinating victim services to reach under-served groups within the FOF service area, including rural elderly, disabled and isolated people.
10. Promote a healthy work environment.
11. Establish working relationships with area professionals, service providers and the community at-large focusing on domestic violence, and sexual assault while promoting a positive reputation of FOF.
12. Attend FOF staff and program meetings as scheduled.
13. Maintain up to date familiarity with agency policy and procedures in order to exercise good judgment in various situations.
14. Comply with agency policies and procedures.
15. Conduct thorough client case management and support to guests of Friends’ House in Waverly.
16. Maintain accurate data and submit reports, including statistical data, as required.
17. Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault. Provide presentations to community groups as requested by administration.
18. Assist with training sessions for volunteers and employees.
19. Help maintain shelter order, cleanliness and room readiness for incoming shelter guests.
20. Perform other work assignments as requested/needed.

**Duties specific Full-time Safe Housing Advocate:**

1. Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
2. Ensure that the safety of the client is met at all times.
3. Provide intensive case management services to provide client with goals and necessary resources to exit shelter safely.
4. Provide appropriate victim services advocacy around medical needs, risk assessment, power and control, healthy relationships, safety planning etc.
5. Support survivors of violence with identifying housing needs and preferences and initiating case management strategies to secure safe housing. Including but not limited to:
6. Completing appropriate housing assessments to identify program eligibility and fit.
7. Understanding and effectively explaining FOF housing services and other housing programs throughout communities served.
8. Identify preferred communities of residence
9. Supporting clients in housing search
10. Supporting clients with housing related paperwork
11. Support by adding shelter clients in to the Coordinated Entry system.
12. Provide and arrange for transportation surrounding the client’s ability to access safe shelter and housing search.
13. Support clients in relocation services including purchasing bus tickets, securing gas cards, connecting with supports in community they are looking to relocate to, etc.
14. Supporting the client in preparing for housing work by getting document-ready (securing/locating birth certificate, id, social security cards, arranging for benefits to change locations, etc.).
15. Support the client in preparing for housing work by identifying needed resources, therapies, interventions, opportunities, etc. needed.
16. Supporting the client in initiating contact with other victim services agencies for comprehensive or specialized supports (Amanii Services, Waypoint Services, Riverview Center, Helping Services, etc)
17. Complete necessary documentation on services provided in a timely manner, including but not limited to case notes, client files, shift change documents, incident reports, etc. Documentation must comply with CVAD, ESG, and other funding requirements.
18. Assure the shelter building and shelter property are in working order and that any issues are addressed in a timely manner.
19. Maintain and enhance trauma-informed approach through all shelter activities, resources, and interventions.
20. Support and guide interns and volunteers working in the shelter.
21. Facilitate regular Financial Literacy workshops for victims residing in shelter to educate on economic justice, budgeting and money management, etc.
22. Perform other work assignments as requested/needed.

**Position Qualifications:**

1. Bachelor Degree in Human Services, related field or combination of equivalent education and experience.
2. Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
3. Ability to determine individual skill levels and adapt information and advocacy materials for age appropriate understanding and use.
4. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
5. Ability to travel throughout the fourteen-county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
6. Ability to pass law enforcement screening and possess clean personal history regarding child endangerment.

**Employee Signature:**

I have reviewed all the information contained in this job description and agree that it is accurate 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 Cedar Valley Friends of the Family.

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Signature Date

**Full-time Safe Housing Advocate**

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| **Crisis Services** |
| **100%** |