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Employee Job Description

Safe Housing Advocate

Program: Shelter

Reports to: Shelter Services Manager

Status: Full-Time, Exempt

Direct Reports:

None

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.

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. This includes maintaining an up to date Advanced Domestic Violence Advocate Certification.
- 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.

Safe Housing Advocate Functions

- 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.
- Ensure that the safety of the client is met at all times.
- Provide intensive case management services to provide client with goals and necessary resources to exit shelter safely.
- Provide appropriate victim services advocacy around medical needs, risk assessment, power and control, healthy relationships, safety planning etc.
- Support survivors of violence with identifying housing needs and preferences and initiating case management strategies to secure safe housing. Including but not limited to:

- Completing appropriate housing assessments to identify program eligibility and fit.
- Understanding and effectively explaining FOF housing services and other housing programs throughout communities served.
- Identify preferred communities of residence
- Supporting clients in housing search
- Supporting clients with housing related paperwork
- Support by adding shelter clients in to the Coordinated Entry system.
- Provide and arrange for transportation surrounding the client's ability to access safe shelter and housing search.
- Support clients in relocation services including purchasing bus tickets, securing gas cards, connecting with supports in community they are looking to relocate to, etc.
- 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.).
- Support the client in preparing for housing work by identifying needed resources, therapies, interventions, opportunities, etc. needed.
- Supporting the client in initiating contact with other victim services agencies for comprehensive or specialized supports (Amani Services, Waypoint Services, Riverview Center, Helping Services, etc)
- 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.
- Assure the shelter building and shelter property are in working order and that any issues are addressed in a timely manner.
- Maintain and enhance trauma-informed approach through all shelter activities, resources, and interventions.
- Support and guide interns and volunteers working in the shelter.
- Facilitate regular Financial Literacy workshops for victims residing in shelter to educate on economic justice, budgeting and money management, etc.
- Perform other work assignments as requested/needed.

Position Qualifications:

- Bachelor Degree in social work, psychology, related field **OR** combination of equivalent education and experience.
- Previous experience in the following preferred: victim services, crisis intervention, management or supervision.
- 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 travel throughout the 14- county service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
- 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