

Friends of the Family Job Description

Job Title:	Part-time Shelter Advocate
Reports to:	Shelter Services Manager
Position Status:	Hourly Position
Job Summary:	Provide advocacy services to those fleeing domestic violence and sexual assault at the emergency Friends' House shelter and over 24 hour crisis line.

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 domestic violence and rape / sexual assault in a non-discriminating manner.
2. Provide comprehensive support and advocacy to victims of DV/SA who seek services through CVFF 24 hour crisis line and emergency shelter.
3. Achieve consistent safe and secure services adhering to and enforcing written procedures.
4. While on duty provide supervision of the shelter facility and provide direct victim services to persons in the shelter according to agency procedures.
5. Maintain advocacy network with community professionals and service providers.
6. Maintain up-to-date familiarity with agency policy and procedures regarding crisis intervention in order to exercise good judgement in various situations.
7. Respond to crisis calls and provide crisis intervention to victims and their children requesting emergency shelter and transportation assistance.
8. Administer intake and departure forms with shelter clients.
9. Assess client needs and work with clients to achieve their goals and objectives.
10. Implement agency policies to maintain constant safety of sheltered victims and their children.
11. Maintain a flexible work schedule as necessary to meet victim's needs.
12. 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.
13. Complete client contact sheets on daily basis and information pertinent to victim services provided by the employee.
14. Carry out daily cleaning and maintenance of the shelter facility according to agency operating procedures.
15. Complete timesheets and employee paperwork as required.
16. Maintain advocate certification requirements and complete necessary paperwork.
17. Attend Cedar Valley Friends of the Family night staff meetings.
18. Comply with the policies and procedures set by the Cedar Valley Friends of the Family administration.
19. Work with on-call person to coordinate services/respond to requests.
20. Research and update Referral Guide.
21. Assist with processing and organizing donations.
22. Perform other work assignments as requested.

Housing Responsibilities

1. Complete SPDAT screenings over the hotline and with clients staying in shelter, collecting all information needed to assess for housing barriers and identify access to programming.
2. Understand the basics of the agency's housing program and refer clients/callers with specific questions and to the appropriate employee.

Position Qualifications:

1. High School Graduate with a minimum of two years work experience.
2. Previous experience in domestic violence or sexual assault and crisis intervention program preferred.
3. Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
4. Ability to travel throughout the rural service area to provide in-person advocacy and transportation services and to other locations within the state as necessary for training purposes.

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.

Signature

Date

Part-time Shelter Advocate

Crisis Services	ESG	Housing
71%	17%	12%