

## **JOB DESCRIPTION**

**TITLE:** Shelter Advocate - PRN

**FLSA STATUS:** Hourly, Non-Exempt

**Reports to:** Reports to Assistant Shelter Manager or, in their absence, Housing Program Manager

### **JOB SUMMARY:**

The Shelter Advocate - PRN position must be available for all shifts, including weekdays, weekends, and holidays. Must be available to work a minimum of 3 shifts per month. Answers crisis hotline and TTY calls. Provides information and referrals to callers on a variety of issues. Assess calls for imminent danger and potential admission into domestic violence shelter. Maintain statistics on hotline calls and client services. Complete intake paperwork and client documentation as needed. Provides support and guidance within the shelter setting. Coordinates, monitors, and supervises all families residing within the emergency shelter. Follows the monitoring procedures to ensure that the environment is safe, and the needs of the individual families are met.

### **JOB DUTIES AND ACCOUNTABILITIES:**

- ◆ Committee to a minimum of 3 shifts per month which include availability during the weekdays, weekends, and holidays.
- ◆ Must be available to work 8:00 am – 4:00 pm, 4:00 pm – 12:00 am, and/or 12:00 am – 8:00 am shifts.
- ◆ Answer incoming crisis line calls; Conduct client screening and intakes; Complete initial paperwork and client documentation as necessary.
- ◆ Will cross-train to learn animal intake process.
- ◆ Provide advocacy, emotional support, and crisis intervention to families residing within the emergency shelter.
- ◆ Answer crisis hotline and TTY calls; Respond to crisis calls over the crisis line by providing support, information, and referrals to other appropriate social service agencies.
- ◆ Provide assistance to residents to ensure a safe communal living environment, which is to include compliance with house guidelines, policies and procedures.
- ◆ Provide support and guidance within the shelter setting to strengthen the independence of the families.
- ◆ Coordinate services to meet resident's needs for clothing, toiletries, medication, and transportation, providing proper documentation of distribution of these forms of assistance.
- ◆ Adherence to safety standards established by LiveSafe Resources and in compliance with state certification standards

- ◆ Respond to emergency situations that may arise, making independent decisions within policy guidelines, as necessary.
- ◆ Works closely with the entire case management team on all matters related to client plans, goals and objectives, safety, and other issues.
  - Attend staff meetings, training sessions, professional workshops, and special events, as requested.
  - Provide basis clerical duties (copying of forms, statistical reporting, filing, etc.)
  - Provide welcoming and supportive environment for residents
  - Clean resident rooms between occupancy and keep all common areas including hallways, offices, restrooms, and kitchen and community areas cleaned as needed.
  - Assist Shelter Program Manager with inventory control and security
  - Investigate damages to facility and conduct room/unit inspections with another member of staff; Refer all repairs to the Shelter Program Manager when necessary
  - Ensure residence security and safety including compliance with applicable codes and proper functioning of security and fire safety systems.

**Guest Records:**

- Document all pertinent information while maintaining confidentiality within the agency guidelines.
- Completes mandatory documentation within timelines established by the supervisor.
- Compete data entry into the CaseWorthy System.

**Statistics and Reports:**

- Maintain timely and accurate reports, records, statistics, and documentation for all areas of responsibility and as needed for grant funding.
- Maintain statistical records and resident forms, including shelter logs, staff logs, and client files along with other standard forms; Maintain real time statistics on hotline calls.

**MINIMUM CREDENTIALS AND EXPERIENCE:**

High school diploma or GED equivalent and at least 1 year experience working in the social service arena, direct service with individuals and children and or families. The candidate should possess good decision-making and telephone skills, able to handle complex situations and must be a team player. Must have knowledge of and sensitivity to issues of domestic violence; Ability to deal with crisis situations effectively and calmly. The position requires the ability to work nights, weekends, and/or holidays including on-call as needed. Must have valid driver's license in State of Georgia and driving record must comply with insurance requirements. Must complete and pass CPR First Aid Course.

Employment is contingent upon satisfactory results of background, fingerprint, drug and motor vehicle record checks.

**DISCLAIMER:**

This job description reflects essential functions; it does not prescribe or restrict the tasks that may be assigned.

I have reviewed this job description and hereby acknowledge my understanding of my duties. I hereby acknowledge receipt of a true copy of this document.

I have reviewed this position description and the evaluation process with my supervisor and hereby acknowledge my understanding of my duties, reporting system, chain of supervision, evaluation system. I hereby acknowledge receipt of a true copy of this document.