



## **Shelter Advocate (Any Shift/Full-Time or Part-Time)**

### **Primary Responsibility and Supervision:**

The foremost responsibility of a shelter advocate is to promote and facilitate physical and emotional safety for victims of domestic violence and/or sexual assault. Promoting and facilitating physical and emotional safety provides positive support for a change and includes, but is not limited to, incorporating strategies that advocate for resident client-defined and non-resident client-defined immediate plans of action and safety with trauma-informed care applications. Shelter advocates are supervised and directed by the Shelter Manager.

### **Shelter Advocate Duties:** Shelter advocate duties include, but are not limited to:

- Providing a physically and emotionally safe environment for victims to find refuge from violence by regularly monitoring cameras, doors, and other activities and interactions in and around the shelter.
- Ensuring that client information is always held in strict confidences such that no identifying client information is shared without expressed written consent of a client whether resident or non-resident.
- Providing crisis intervention support, peer counseling, and/or information and referrals through coverage and back up of the 24-hour hotline and availability onsite at the shelter via the empowerment model of advocacy services as outlined by the Missouri Coalition Against Domestic and Sexual Violence (MCADSV).
- Screening and recording clients' needs and inquiries for shelter and/or outreach services via hotline calls and via initial intake interviews.
- Providing service orientations to shelter clients while appropriately and accurately addressing client questions and needs from initial contact to departure of services.
- Providing transportation, advocacy, and/or accompaniment to resource agencies including, but not limited to. law enforcement offices/agencies, judicial institutions/offices/court rooms, medical facilities/hospitals/doctor's offices, or other government agencies as necessary and appropriate.
- Attending staff meetings and/or trainings as requested.
- Providing accurate and appropriate daily, weekly, and/or monthly updates and reports to the Shelter Manager and/or Case Manager relating to resident progresses and interactions as required and/or requested.
- Participating in providing groups and/or activities for clients as requested.
- Providing shift coverage based on shelter shift scheduling as directed and/or needed, including holiday coverage as required.
- Providing residents and non-residents with ongoing crisis intervention support, trauma-informed care, peer counseling, and/or domestic violence and/or sexual assault education as requested through client interactions.
- Conducting exit interviews with clients as appropriate and providing ongoing follow-up for residents and non-residents as requested.
- Supporting the client-defined and trauma-informed care empowerment model as reflected in the Missouri Coalition Against Domestic and Sexual Violence (MCADSV) Standards for Domestic Violence and Sexual Violence publications.
- Understanding and adhering to the Christos House policies, procedures, and code of ethics in services and conduct.
- Performing other duties as assigned by the Shelter Manager.



### **Shelter Advocate (Any Shift/Full-Time or Part-Time)**

**Minimum Qualifications:** Shelter advocates will possess, at a minimum, the following:

- A high school diploma or equivalent as well as one year of related experience in crisis intervention, trauma-informed care practices, or equivalent.
- An ability to understand the issue of domestic violence and/or sexual assault and sensitivity to the plight of battered persons.
- An ability to effectively communicate with others, both verbal and written, in a professional and respectful manner.
- An ability to work with people of diverse ethnicities, races, and socioeconomic backgrounds.
- An ability to be flexible, patient with, and compassionate toward others.
- An ability to ethically solve problems through the use of strong organizational skills, self-governance, and self-composure during stressful circumstances.
- And, an ability to work constructively, as a team player, with clients, volunteers, co-workers, managers, and/or other resource agency contacts as a representative of Christos House, Incorporated.