

Embrace
POSITION: Crisis Advocate (Sub)

Responsibilities: Maintain management of the shelter facility and related operations. Provide non-judgmental, supportive assistance to victims of domestic violence and sexual assault and their children. Respond to crisis situations and support families in the shelter, on the telephone and in-person. Manage security and operations of the shelter during established evening and weekend shifts. Complete cleaning schedule, maintain shelter supplies, and monitor Crisis Advocate scheduling changes subbing when your schedule allows.

Responsible To: Lead Crisis Advocate, Executive Director

Minimum Education/Experience Requirements:

- Post high school education and/or equivalent life experience.
- Good understanding/demonstrated skills regarding domestic abuse and sexual assault.
- A good understanding of a confidential counseling advocacy relationship.
- Good communication (oral and written), organizational, and interpersonal skills.
- Ability to work independently and as a team.
- Ability to manage individual component with related grant requirements/reporting.
- Ability to define problems, create and present solutions to decision makers; ability to communicate clearly and professionally.
- Proficient in Microsoft Office and Google tools.
- Ability to handle multiple tasks simultaneously.
- Dependable, strong work ethic.
- Have and maintain a safe driving record, car insurance, and valid driver's license.

Duties:

Shelter Management/Night Supervision

- Maintain security of the shelter by checking doors, windows and security cameras on an ongoing basis.
- Maintain a list of needed food, supplies and goods for staff and community information.
- Assist with the receipt and recording of shelter donations in a courteous and timely manner; sort, label and put away donations based on the organization's needs/priorities.
- Maintain an efficient system that utilizes donated goods to sustain the quality and comfort of the shelter and to assist Embrace clients in achieving self-sufficiency.
- Assist in coordination and training of weekend/evening volunteers at the shelter; work with the Office and Volunteer Coordinator to utilize volunteers to meet objectives.
- Email report on Shelter Updates during your shift for staff on the next shift.
- Submit a shift report to the Lead Night Supervisor on work activities and discussion of any emerging needs.
- Maintain established policies and procedures.

Administrative Assistance

- Provide administrative support to Executive Director, Bookkeeper, Office and Volunteer Coordinator, and Program Coordinators to meet program objectives including:
 - Clerical support
 - Organize and maintain administrative files
 - Preparing outreach and promotional materials
 - Other duties as assigned.
- Assist in preparation of mass mailings.

- Open, organize, prioritize and distribute incoming mail; prepare outgoing mail for post.

Shelter Maintenance and Upkeep

- Maintain the cleanliness and upkeep of the shelter; complete ongoing cleaning following schedule.
- Shovel entryways and sidewalks as needed.
- Develop and implement a cleaning schedule for the shelter common areas that involves residents and their children in basic upkeep; work in conjunction with other Embrace staff to ensure compliance that is supportive of residents and individual responsibilities.
- Identify maintenance needs and communicate them to Lead Night Supervisor.
- Communicate with other staff and Lead Night Supervisor on daily shelter maintenance and upkeep tasks through mandatory cleaning lists, shift report and email update.

Crisis Intervention/Advocacy

- Provide non-judgmental, non-directive support for Embrace clients and shelter residents.
- Respond to crisis or needs of victims in the shelter, on the telephone or in-person.
- Provide a safe and comfortable environment for sheltered clients.
- Facilitate referrals to other agencies on behalf of participants.
- Provide and/or arrange for emergency transportation to shelter and other services as needed and as safety allows.
- Screen and conduct initial intake on families coming to the shelter at night or on weekends.
- Maintain accurate, concise records on all calls, walk-ins and client contacts.
- Complete tracking records, participant files and all other documentation in a timely manner.
- Maintain participant data and statistics following set program definitions through Activity Sheets, Hotline Tally Sheets and Osnum database as needed for grants.
- Read the daily Shelter Updates email and phone log to remain current with each situation.
- Facilitate weekly shelter support groups.
- Facilitate safe exchanges and supervised visitations on evening shifts.
- Provide child care assistance as needed for safe exchange program participants.
- Communicate needs and issues of participants to the primary Program Coordinator.
- Participate in promoting Embrace through community education and public relation efforts.

Training

- Assist with training of new staff.
- Attend workshops and trainings appropriate to your position, as per request of the Executive Director.

General

- Maintain a professional, confidential, non-judgmental relationship with all clients.
- Maintain client files that ensure confidentiality.
- Communicate and interact in a professional, cooperative manner with other staff and volunteers at the level necessary to ensure quality work in a satellite location.
- Attendance and participation is required at all staff and grant planning meetings.
- You are unable to leave the shelter at any time during your work shift.
- You may sleep during your shift **ONLY** when all other duties are completed and after all residents are in their rooms for the evening or when quiet time starts.
- Complete other duties as assigned by the Executive Director, Lead Night Supervisor, Office and Volunteer Coordinator, Bookkeeper, and Program Coordinators within the time frame established.
- Must be able to lift 25 pounds.
- Submit any proposed change in your work description to the Executive Director for prior approval.

With the knowledge that Embrace’s mission is to serve persons experiencing violence in their relationships, and with the knowledge that efficiently run programs are the best assurance of accomplishing our mission, Embrace expects all its employees, when time and job responsibilities permit, to lend the necessary supportive services to other programs or staff within the agency when a request is made or when the need to do so is apparent.

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