

## Safe Journeys

**FOR:** Policy & Procedure Manual  
**SECTION:** Personnel  
**RE:** Job Description  
**POSITION:** Shelter Advocate  
**REPORTS TO:** Director of Shelter and Advocacy Programs  
**FSLA STATUS:** Non-exempt  
**Approved By:** Board of Directors  
**Approved Date:** February 6, 2018

**PURPOSE:** Provides services in a residential/shelter setting ensuring a safe and healing environment focused on the empowerment of victims of domestic violence. Functions within a broad framework of existing laws and policies.

### **MISSION STATEMENT:**

*The mission of Safe Journeys is to empower survivors of domestic and sexual violence and work to end such violence in our communities.*

### **FUNCTIONS:**

#### **I. Direct Services**

- Provides crisis intervention, counseling, education, safety planning, and referrals regarding domestic and sexual violence to callers on the crisis line.
- Conducts intake and eligibility evaluations to determine appropriateness for agency services. Makes referrals within agency as appropriate.
- Assesses victims' immediate needs and assists or refers them to those who can help them locate appropriate legal representation, housing, financial assistance, counseling and other resources.
- Interacts with shelter guests in the communal areas of the shelter, modeling appropriate social skills, conflict resolution, parenting, and other skills of daily living.
- Provides domestic violence education, safety planning, and other support to shelter guests.
- Provides information and referrals.
- Facilitates support groups.
- Provides transportation.
- Enforces agency policies in a trauma informed, client-centered manner.
- Performs clerical duties as assigned.
- Participates in agency on-call system, as assigned.
- Other duties as assigned.

#### **II. Facility Services**

- Assists in maintaining facility including, but not limited to, cleaning and laundry, as needed.

- Assists in processing and storing donations.

### **III. Case Manager**

- Provides linkage and advocacy with social service, medical, educational, and other service providers.
- Coordinates transportation to goal related appointments.
- Networks with other service providers.
- Maintains community resource list or file.
- Assists clients with developing and following through on service plan.

### **IV. Parent/Child Advocate**

- Provides domestic violence education and support to clients and their minor children.
- Facilitates orientation and normalization activities for residential child clients and families.
- Provides linkage and advocacy with community service providers and schools, as needed.

### **V. Other Staff Responsibilities**

- Late night staff will perform data entry using InfoNet system and filing.
- Knowledgeable of agency and relevant grant policies and procedures.
- Participates in staff meetings and, when provided, clinical consultation activities.
- Participates in professional trainings as required by agency and funders and follows developments in the fields of domestic and sexual violence and victim advocacy.
- Communicates with staff and the public in a manner that reflects respect and equality.
- Maintains and submits records on all clients served and work performed in a timely manner.
- Assures ethical conduct in business, marketing, service delivery, and professional practice.

### **EXPERIENCE AND OTHER QUALIFICATION REQUIREMENTS:**

- Associate's degree in human services or criminal justice field, preferred.
- Effective oral and written communication skills.
- Ability to set limits and priorities.
- Ability to maintain confidentiality.
- Ability to serve individuals from diverse cultures and backgrounds.
- Ability to work independently and as a cooperative team member.
- 40 hours of domestic violence and 40 hours of sexual assault training or complete agency training program before interacting with clients.
- Access to immediate, reliable, licensed, and insured transportation.
- Ability to work flexible hours, including weekends and overnight shifts.

- Pass background checks on a regular basis.

**PHYSICAL REQUIREMENTS:**

Unless exempted by the Americans with Disabilities Act, all persons hired for this position are required to perform the following essential functions:

1. Lift up to 25 lbs. on an as-needed basis;
2. Perform the basic life operational functions of talking, hearing, vision on a frequent basis;
3. Perform repetitive motions (i.e. computer keying and/or dialing phone) on a frequent basis;
4. Stand, walk, sit, climb stairs, reach with hands and arms, stoop, kneel, and crouch on an frequent basis;
5. Ability to drive a car or access to other transportation.

This position requires exposure to the following environmental factors:

1. Normal office conditions;
2. Exposure to variable noise levels;
3. Possible exposure to communicable illnesses; and
4. Traveling in an automobile in various weather conditions.

***I have received, reviewed and understand this job description.***

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Employee signature

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Date