



## HOPE Coalition Position Description

### Position Title: Family/Relief Advocate

Responsible To: Shelter Manager

FLSA Status: Hourly/non-exempt

Primary Location: Haven of Hope

### POSITION SUMMARY (PRIMARY OBJECTIVES OF POSITION):

The purpose of this position is to provide resources/referral/support to individuals and families who have experienced domestic abuse. This includes safety planning for the individual and/or their children, as well as goal planning for these individuals including but not limited to: securing housing, employment, assistance in submission of order for protection. Support to these individuals and families involves increasing connections with community, providing encouragement and facilitating meaningful and respectful communication.

### ESSENTIAL FUNCTIONS:

<u>Weight</u>	<u>Function/Duty</u>
	List of major tasks, duties and responsibilities of the position, and the percentage of time spend on each
65%	<b>Direct Services</b> <ul style="list-style-type: none"> <li>• Provides crisis intervention, support, advocacy, and referral information to victims.</li> <li>• Accompanies clients to appointments that relate to services essential to their identified goals.</li> <li>• Advocates for clients with public agencies or entities.</li> <li>• Provides appropriate services either through connecting to resources within HOPE Coalition or on a referral basis to outside agencies.</li> <li>• Completes intakes and accompanying paperwork and provides ongoing case management with clients seeking services.</li> <li>• Facilitates support groups or other client related meetings as required.</li> <li>• Provides support for survivors via deep and reflective listening.</li> <li>• Assists clients with relevant paperwork and applications as needed including but not limited to employment applications, housing applications, reparations paperwork, etc.</li> <li>• Participates in implementation of activities for clients utilizing services.</li> <li>• Documents, tracks, and inputs statistical data.</li> </ul>
5%	<b>Community Awareness</b> <ul style="list-style-type: none"> <li>• Develops and implement awareness campaigns.</li> </ul>
30%	<b>Administrative/Other Office Duties</b> <ul style="list-style-type: none"> <li>• Complete errands and shopping for shelter functioning.</li> <li>• Upkeep and cleaning of shared office and storage space.</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate with co-workers and supervisor, providing updates on clients and tasks completed and needing to be completed.</li> <li>• Cleaning and organizing shared client space as needed.</li> <li>• Other duties as assigned by supervisor.</li> </ul>
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**MINIMUM REQUIREMENTS:**

- Two-year post-secondary degree in related field; Bachelor’s preferred
- Ability to network and develop community partnerships
- Ability to work well in a collaborative team environment with both internal and external partners
- Experience utilizing Microsoft Office and web based programs
- Ability to pass background check
- Valid driver’s license

**KNOWLEDGE AND SKILL REQUIREMENTS:**

- Knowledge of sexual assault, domestic violence, child abuse and homelessness
- Demonstrate ability to work with diverse populations (ie: elderly, race, gay/lesbian, differently abled, etc.)
- Ability to use a computer and standard office software with minimal instruction
- Demonstrated problems solving skills, including the ability to negotiate, collaborate and manage conflict
- Demonstrated ability to teach positive parenting skills and nonviolent parenting options
- Ability to work independently and as a team member
- Ability to support goals described in the mission, vision statements & strategic planning of HOPE Coalition
- Knowledge of local resources, agencies, and services
- Demonstrate clear written and oral communication skills
- Ability to work in a crisis oriented organization
- Ability to prioritize
- Understandings of confidentiality practices

**PREFERRED REQUIREMENTS:**

- 2 years or more experience working with domestic violence victims/survivors
- Prior experience with non-profit organizations
- Proficient in Spanish

MINIMAL PHYSICAL REQUIREMENTS:

- Ability to lift, carry, push and/or pull up to 50 lbs.
- Ability to file documents
- Ability to enter data into a computer
- Ability to use a telephone
- Ability to interact verbally and in writing with internal and external audiences

OTHER REQUIREMENTS:

- Attends and participates in staff meetings and required trainings
- Keeps appropriate records (work logs, timesheets, mileage, expenses, etc.)
- Understands and complies with agency policies
- Attends 15 hours of related training annually

**Relief Staff MUST work a minimum of one shift, excluding staff meetings every 30 days to maintain employment.**

This position description will be reviewed periodically and adjusted according to organization need.

HOPE Coalition is an Equal Opportunity / Affirmative Action Employer and will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.