



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

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

- High school diploma or equivalent; Two-year post-secondary degree in related field 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.