

**LAURA'S HOUSE
JOB DESCRIPTION**

JOB TITLE: Shelter Advocate
REPORTS TO: Hotline Coordinator
STATUS: Non-Exempt – Full Time
LOCATION: South Orange County

JOB SUMMARY:

The Shelter Advocate ensures the safety and security of shelter residents. The primary accountabilities of this position are to (1) provide crisis intervention, information and referrals to individuals calling the 24-hour hotline, (2) complete telephone intakes for individuals seeking access to the Emergency Shelter, (3) provide access to Safety Net to eligible callers, and (4) respond to client needs during evening and weekend hours.

JOB DUTIES:

1. Provide crisis intervention, information and referrals to individuals calling the 24-hour hotline.
2. Complete telephone intakes for individuals seeking access to Safety Net and/or Emergency Shelter.
3. Provide access to Safety Net to eligible callers.
4. Provide crisis intervention and conflict resolution to residents as needed.
5. Assist with childcare as needed.
6. Supervise volunteers as needed.
7. Enforce Emergency Shelter/Step Ahead policies and procedures.
8. Enter statistical data for contract and other reporting requirements as needed.
9. Other duties as assigned.

ADDITIONAL RESPONSIBILITIES:

1. Preserve confidentiality of all client, staff, volunteer and agency information.
2. Represent the agency in a positive, professional manner at all times.
3. Maintain appropriate boundaries with clients and other staff.
4. Maintain a tidy, organized work area.
5. Participate in agency functions as a participant or presenter as needed.

EDUCATION AND EXPERIENCE:

1. Bachelor's degree in human services or related field or equivalent experience preferred.
2. Crisis intervention and/or services for domestic violence survivors preferred.
3. Experience in residential settings preferred.
4. 40-hour domestic violence training as required by law.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Bilingual Spanish preferred.
2. Excellent oral and written communication skills.
3. Customer service skills.
4. Basic computer skills.
5. Works well independently.
6. CPR and First Aid.

JOB QUALIFICATIONS:

1. Valid driver's license, reliable transportation and appropriate insurance.
2. Finger Printing and TB Test
3. Employee is occasionally required to stand; walk; sit; use hands to feel and handle; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

APPLY:

Email your resume to resumes@laurashouse.org

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.