

**WOMEN'S CENTER  
Resident Advocate**

**PROGRAM:** DV, VOCASASRV  
**SUPERVISED BY:** Resident Advocate  
**SUPERVISION OF:** NA  
**CLASSIFICATION:** Hourly/Non-Exempt/32 hours a week  
**SUMMARY:** This Resident Advocate is responsible for providing direct service to survivors residing in Harbor House and on the Women's Center crisis line. Working closely with other agency staff this position will assist in the provision of a safe and confidential atmosphere for all residential and outreach clients of the Women's Center Harbor House shelter program.

**DUTIES**

**Direct Service to Residents**

1. Provide direct services to victims of domestic abuse and sexual assault and their children including crisis intervention, safety planning, advocacy, parenting support, information, and referrals.
2. With other agency Advocates, facilitate cooperative living, peer support, and residents' participation in shelter programming.
3. Model and actively promote positive, nurturing interactions between adults and children in shelter.
4. Assist with the daily living needs of shelter residents, including access to phone, food and personal care items.
5. Provide direct service to clients on the crisis/help line. Hours may vary.
6. Complete client intakes when a client enters shelter on your shift.
7. Provide shelter orientations to clients within 24 hours of client's entry into shelter.
8. Complete exit survey with clients moving out of shelter.
9. Participate in a team-oriented approach to case management by attending shift reports scheduled during your shift.
10. Interact with shelter residents utilizing a trauma informed care approach.
11. Maintain client files, agency files, statistics, forms, and other record keeping as required. All paperwork should be completed by the end of each shift.

**Shelter Maintenance and Security**

1. Perform routine chores and cleaning tasks assigned by shift to ensure the safety and cleanliness of the shelter facility.
2. Maintain shelter office space: stock office supplies, stock personal care supplies for residents, photocopy necessary forms, create new resident files, shred documents as specified by DV Coordinator.

3. Complete house security checks as assigned on your shift.
4. Communicate shelter guidelines and expectations to residents as outlined in the shelter guidelines.
5. Model non-violent conflict resolution and use non-violent forms of guidance. Issue notices in a timely manner for rule violations.
6. Clean/sanitize rooms after clients exit. Pack client belongings as needed.
7. Take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents in conjunction with the On-call Advocate.
8. Maintain professional boundaries.

**OTHER RESPONSIBILITIES:**

1. Maintain a professional, confidential, non-judgmental relationship with all clients.
2. Maintain client files that ensure confidentiality.
3. Interact in a professional, cooperative manner with other staff and volunteers. Attendance and participation is required at all staff meetings.
4. Complete tasks as assigned by the Domestic Violence Program Coordinator within the time frame established.
5. Submit any proposed change in your work description or conditions to the Program Coordinator.
6. Submit a monthly report to the Office Coordinator by designated date to include service statistics, work activities, and discussion of any emerging needs.
7. Participate in promoting the Women's Center through community education and public relation efforts.
8. Attend organization staff meetings as required
9. Attend trainings and continuing education activities as assigned
10. Perform related duties as assigned.
11. Work in a safe manner being aware of personal safety and the safety of others.
12. Responsible for observing safety, health and sanitation code

**EDUCATION/TRAINING REQUIREMENTS:**

1. Experience working with survivors of domestic violence preferred.
2. Excellent oral and written communication skills.
3. Ability to work sensitively with traumatized populations, including children.
4. Ability to work with diverse populations.
5. Ability to respond to and de-escalate crisis appropriately.
6. The ability to work well independently and as a member of a team.
7. Ability to perform physical tasks: move objects, bend, lift up to 30 pounds, and walk up and down stairs repeatedly.
8. Computer skills.

**This position is required to:**

1. Complete the MDSVTB funded New Service Provider Training coordinated by MCEDSV.
2. Consent to a Criminal Background Check.
3. Provide proof of completion of First Aid and CPR Training within first year of employment, and remain current in certification.
4. Maintain a good driving record and carry liability insurance for passengers in personal vehicle.
5. Provide proof of vehicle insurance.
6. Have access to a car during scheduled work hours.
7. Reply to emails and answer phone messages within 24 business hours of receipt.
8. Must have a bank account for direct deposit of paychecks.

The Women's Center is an equal opportunity employer that supports and subscribes to a policy of nondiscrimination in all aspects of employment including selection, job assignment, compensation, discipline, termination and access to benefits and training. The Women's Center employment practices are based on job qualifications without regard to race, creed, color, national origin, religion, age, gender, height, weight, marital status, sexual orientation, gender identity, disability, veteran status or any other protected classifications. The Women's Center is also committed to compliance with all applicable laws regarding nondiscrimination.

Employee signature below indicates the employee's understanding the position requirements.

Employee Name Printed: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee Signature Date