

Sacred Heart Center
Job Description for **ADVOCATE**

1. Summary of the Position:

The Advocate provides services to victims of domestic violence as prescribed by the Women's Shelter mission statement and handbook.

2. Accountability:

Women's Shelter Director

3. Requirements:

- A. Must be at least 21 years old
- B. Basic Computer Skills.
- C. Must pass central registry, criminal background checks and pre-employment drug testing.
- D. High School diploma or GED.
- E. Must have valid driver's license and home telephone.
- F. Ability to lift 25 lbs.
- G. Maintain personnel and client confidentiality.
- H. Willingness to work all shifts, weekends and holidays and share on-call.
- I. Maintain a professional appearance and demeanor.

4. Responsibilities

- A. Advocacy for women including the following areas:
 - a. civil and criminal justice proceedings
 - b. safety and medical issues
 - c. income maintenance and job services
 - d. housing and other social services
- B. Providing a protective and caring environment for women and children at the shelter.
- C. Assisting residents in identifying their options and listening in a non-judgmental (no advice giving) manner.
- D. Empowering residents through positive interaction to take independent action.
- E. Networking with and making referrals to appropriate agencies.
- F. Maintaining resident files, records keeping and assisting with statistical information for monthly reports.
- G. Admitting and interviewing clients, which include completing the initial intake form.
- H. Facilitating daily House Meetings with residents.
- I. Facilitating/Attending educational and support groups with residents.
- J. Planning and conducting community education and outreach.
- K. Attending all Mandatory staff meetings and various coalition meetings as directed by the Director.

- L. Transporting residents and their children as directed.
- M. Answering telephones and handling the crisis line in a supportive manner.
- N. Dealing with crisis situations.
- O. Assisting with child care and meal preparation.
- P. Keeping shelter neat and clean with the help of residents.
- Q. Share on-call duties.
- R. Ability to relate well with staff and clients, maintaining a professional attitude at all times.
- S. Communication and record keeping skills.
- T. Performs all other duties as assigned.

IX-9