



Supporting Survivors • Strengthening Communities • Empowering Change

MY SISTERS' PLACE JOB DESCRIPTION

JOB TITLE:	Support Services Provider (Shelter and Transitional Housing Advocate)
REPORTS TO:	Executive Director
EMPLOYMENT STATUS:	Full-Time, flexible hours, requires weekend and holiday hours
COMPENSATION:	\$14.00 - \$15.50, depending on Qualifications & Experience Nonexempt
PURPOSE/OBJECTIVE:	The Shelter and Transitional Housing Advocate oversees all aspects of the shelter program, assists with client support, works with Housing Team to assist clients within the Transitional Housing program, and assists Shelter Manager with general upkeep of shelter building and grounds.

RESPONSIBILITIES:

1. Provide advocacy, case management, safety planning, and support for individuals living in shelter and experiencing interpersonal violence.
2. Provide advocacy, case management, goal setting and support for clients who are accepted into the Transitional Housing Program, with a focus on self-sufficiency.
3. Maintain appropriate shelter logs and documentation.
4. Assist with general maintenance of shelter building, units, and grounds.
5. Stay updated on community information and referrals to provide to clients, both directly and over the telephone.
6. Coordinate resident activities and meetings in conjunction with other Victim Service Providers.
7. Ensure compliance to Shelter Policies and Transitional Housing Policies in collaboration with other Victim Service Providers.
8. Assist clients in obtaining appropriate resources from all agencies and service providers.
9. Assist other Victim Service Providers to coordinate and facilitate conflict resolution between shelter residents.
10. Respond to crisis calls, after-hours emergencies, and house functions when scheduled and available.
11. Provide transportation, as needed.
12. Appropriately handle crisis line calls and in-person requests for assistance.

13. Maintain appropriate contact with clients.
14. Understand and follow MSP policies and procedures.
15. Assist in developing internal resources for the organization as they pertain to the shelter and transitional housing.
16. Work with other staff members as a team.
17. Attend staff, agency, and community meetings, as necessary.
18. Attend required trainings and conferences, some of which may be out of town.
19. Develop and maintain relationships with community resources.
20. Inform other programs about domestic violence and MSP programs.
21. Support activities that enhance public awareness and fundraising campaigns and events.
22. Assist with monthly, quarterly and annual reports in a timely and accurate manner.
23. Other duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Required:

- Demonstrated ability to understand and maintain confidentiality. This includes shelter location, client, staff, records, and processes.
- Demonstrated ability to maintain appropriate logs, both on computer and handwritten.
- Demonstrated ability to set, and abide by, appropriate boundaries.
- Successfully pass criminal history background check.
- Complete new staff training and probation within six-month period.
- Ability to work with law enforcement and government agencies.
- Have dependable transportation to serve all of Lincoln County.
- Be available to work flexible hours, including weekends and occasional evenings. It is anticipated that this position will work Sunday-Thursday each week.
- Possess good written and verbal communication skills, including ability to develop and conduct engaging and informative public presentations.

Preferred:

- Experience working with individuals who have experienced domestic violence, sexual assault and homelessness.
- Experience managing/working in a shelter.
- Preference in hiring and salary will be given for bilingual/bicultural individuals (primarily Spanish-Speaking individuals).
- Demonstrated ability to work with people in crisis and utilize innovative problem-solving skills.
- Demonstrated familiarity with issues of domestic and sexual violence, as well as the societal and historical conditions surrounding abuse and oppression of women and minorities.
- Be able to show empathy and sensitivity to clients' issues and needs.
- Knowledge of the criminal and civil justice system.