



RESIDENT ADVOCATE JOB DESCRIPTION

General Qualifications:

- High school diploma or equivalent.
- Knowledge of community resources.
- Effective verbal and written communication skills.
- Must have available transportation.
- Satisfactorily complete training provided by supervisor.
- Obtain and maintain clean child abuse clearances, criminal record background check and FBI clearance

Major Responsibilities:

1. Provide coverage of shelter, oversee operations, including enforcement of guidelines so that shelter runs smoothly and resident needs are met as prescribed in their individual service plans. Responsible for security of the facility.
2. Respond to agency hotline callers and provide emotional support, information and referral to meet the needs of the caller. Provide advocacy and accompaniment to hospital, police, and other social service agencies as needed to resolve the immediate crisis.
3. Admit clients to the shelter following established policies and procedures. Arrange shelter for victims seeking this service, provide transportation to shelter and coordinate support services for women while in shelter.
4. On initial contact with residents, complete a resident intake, service plan and assessment in order to assist the resident in obtaining her goals as established on the service plan.
5. Discuss options with victims involved in the criminal justice system or the PFA process and make appropriate contact and referral to our legal advocates
6. Provide peer support counseling to residents and their children. Mediate disputes between residents or residents and their children as they occur.
7. Plan and conduct special activities with the women and children.
8. Record and maintain accurate case notes.
9. Assist on call staff and volunteers in the provision of 24-hour services.
10. Responsible for general upkeep of the shelter, which includes cleaning, trash removal, laundry, inventory etc.

Additional Responsibilities:

1. Maintain contact with adjacent shifts and supervisor.
2. Complete WIN 65-hour counselor/advocate training.
3. Cooperate as a team member with other staff and volunteers to promote the best interest of WIN and its service to the community.
4. Uphold all WIN policies, procedures and confidentiality.
5. Participate in relevant training, conferences and seminars with the approval of your supervisor.
6. Complete additional duties as delegated by your supervisor.



E.O.E./A.A.

Supervisor-Direct Services Manager

Supervisory Responsibilities-Not applicable

Hours- Full-time hours vary according to schedule, evenings and weekends essential. On call required as

Classification-Non-Exempt