

Resident Advocate | WIN Victim Services

Position Overview:

WIN Victim Services is seeking a compassionate and dependable individual to serve as Resident Advocate, providing direct, front-line support to survivors of domestic violence and sexual assault in a confidential shelter setting. In alignment with WIN's mission to **educate, support, and empower victims of abuse**, Resident Advocates play a critical role in creating a safe, supportive, and respectful environment where survivors and their children can begin the healing process.

The Resident Advocate is responsible for the day-to-day operation of the shelter during assigned shifts, ensuring safety, structure, and responsiveness to residents' needs. This role provides crisis intervention through the agency hotline, supports new residents through intake and service planning, and offers ongoing emotional support, advocacy, and resource coordination. Resident Advocates also assist survivors in navigating systems such as healthcare, law enforcement, and legal services, while fostering a trauma-informed, empowerment-based environment within the shelter.

This position is ideal for individuals who are empathetic, adaptable, and committed to helping others in times of crisis. Through direct support, active listening, and teamwork, Resident Advocates help ensure that every survivor who enters shelter receives compassionate care, practical assistance, and the support needed to move toward safety and stability.

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.- We are an Equal Opportunity Employer committed to diversity, equity, inclusion, and culturally responsive services.

Immediate Supervisor:	Shelter Manager
Supervisory Responsibilities:	Not applicable
Hours:	Full-time hours vary according to schedule, evenings and weekends essential; On call required
Classification:	Non-Exempt

How to Apply: Send cover letter and resume to bac@winservices.org. Position is open until filled.