



JOB DESCRIPTION

JOB TITLE: Shelter Advocate	
Job Family: Direct Service	Supervisor: Shelter Manager
Classification: Full-Time; Non-Exempt; Hourly	On-Call Responsibilities: ☒ Yes ☐ No
Expected Schedule/Hours of Work: 40 Hours per Week	Work Location: On-Site at the Independence campus
Title(s) of Immediate Subordinates: N/A	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Shelter Advocate is responsible for providing support, advocacy, and resource/referral services to adult and child survivors of domestic violence, primarily those who are residing in the shelter/hotel facility. The Shelter Advocate also provides coverage for the crisis hotline and shelter front desk and participates in on-call coverage on a rotating basis.

ESSENTIAL FUNCTIONS:

- Answer the crisis hotline and provide guidance and assistance to ensure callers are provided with necessary resources, crisis intervention services, and safety plans.
- Provide for the immediate emotional, psychological, and physical health and safety needs of clients, including crisis intervention, safety planning, and lethality assessments.
- Assist survivors with filing non-emergency and emergency orders of protection.
- Support clients as they manage practical problems caused by experiencing domestic violence, including finding resources, providing meaningful referrals, and offering follow-up support.
- Model positive communication and conflict resolution to foster a safe and welcoming community living environment.
- Multi-task while covering the shelter front desk by also monitoring the security and safety of the shelter and campus, completing intakes with new clients, and fulfilling immediate basic needs requests in shelter.
- Thoroughly complete intakes and initial advocacy sessions with new clients and ensure that all information is documented accurately.
- Participate in continuous quality improvement activities such as maintaining QA standards and ensuring accurate and timely data entry and reporting.
- Assist in maintaining a clean, safe, and welcoming shelter environment by participating in shared housekeeping responsibilities.
- Provide on-call assistance on a rotating basis to ensure 24-hour coverage in the shelter facility.



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- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- **Crisis Intervention & Advocacy** – Strong understanding of trauma-informed care and survivor-centered advocacy. Ability to provide immediate crisis intervention, safety planning, and lethality assessments in person or over the hotline. Knowledge of domestic violence dynamics, power and control tactics, and trauma responses.
- **Interpersonal & Communication Skills** – Strong active listening and verbal communication skills. Ability to provide emotional support and de-escalate conflicts in high-stress situations. Skilled in setting boundaries while maintaining empathy and professionalism. Ability to communicate effectively with individuals with a wide variety of lived experiences.
- **Problem-Solving & Decision-Making** – ability to assess urgent client needs and prioritize actions accordingly. Strong critical thinking skills to navigate complex client situations. Ability to remain calm and make sound decisions under pressure.
- **Responsive Care** – ability to service others in a non-judgmental manner, being able to provide reasonable support, voice, and empowerment to survivors from all backgrounds. Ability to provide accessible services to all populations.
- **Collaboration & Teamwork** – Ability to work effectively with internal staff, external agencies, and law enforcement partners. Willingness to contribute to a team-oriented environment and assist colleagues as needed.
- **Organization and Multi-Tasking** – Strong ability to prioritize and manage multiple responsibilities. Attention to detail in documentation and data entry. Ability to maintain confidentiality and adhere to ethical standards in client interactions.
- **Facility & Safety Awareness** – Ability to monitor shelter security and maintain a safe environment for shelter residents. Willingness to participate in maintaining the cleanliness and organization of the facility.

Post offer, pre-employment screening requires successful completion of a Children's Division screening, criminal background check, valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described below represent those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- **Physical Requirements:** The employee is regularly required to stand, walk, sit, climb, hear, and reach with hands and arms. This role may involve extended periods of standing or moving throughout the shelter facility. The position may occasionally require lifting and moving objects



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weighing up to 25 pounds. Specific vision abilities necessary for this position include close, distance, color, peripheral, and depth perception, as well as the ability to adjust focus.

- **Schedule:** This position is assigned shift work with limited flexibility. Employees must be available to work their scheduled shifts to ensure 24/7 shelter coverage. On-call shifts are also required on a rotating basis.
- **General Environment:** Work is primarily performed in a shelter setting, which includes both office spaces and residential living areas. The role involves frequent interaction with individuals in crisis and may require de-escalation of conflicts.

TRAVEL REQUIREMENTS

Occasional travel between Hope House locations (including the hotel) is required. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work or comparable human services field and/or appropriate training and experience.
- Must obtain and maintain current CPR and First Aid certification.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish.
- Prior experience working with survivors of domestic violence.
- Knowledge of local community resources.
- Prior customer service experience, preferably in a stressful environment.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.