



Center Against Sexual & Domestic Abuse, Inc. (CASDA)

JOB DESCRIPTION

Job Title: Shelter Fill In Advocate
Supervisor: Director of Program Services

Status: Part-Time; Hourly
Date Revised: February 2019

Summary: This job exists to provide advocacy and case management services to all shelter program participants and to provide coverage of the crisis line on weekends, holidays, and anytime full-time staff are unable to work due to sick time, personal days, or vacation.

Education and Experience Required: Have course work in Social Work, Human Services or related field and/or a minimum of one year experience working with victims of domestic violence and sexual assault.

Essential Duties and Responsibilities:

- It is my responsibility to provide direct services, and documentation thereof to all shelter clients and crisis line callers on weekends, holidays, and anytime full-time staff are unable to work due to sick time, personal days, or vacation. This job exists to ensure 24-hour care to shelter clients and crisis line callers. Therefore, it is my responsibility to work all shifts assigned to me, including requisite number of holiday shifts during the year.
- It is my responsibility to provide facility maintenance on an as needed basis. This includes office cleaning and shelter facility cleaning duties.
- It is my responsibility to attend monthly shelter staff meetings, to sign up for the number of shifts assigned to me by the Director of Program Services, and to complete any additional tasks assigned by the Director of Program Services and/or the Executive Director.
- It is my responsibility to adhere to agency policy with regards to confidentiality.

Direct Services:

- Act as primary contact for shelter clients and crisis line callers on weekend, holidays, and any time full-time shelter staff are unable to work due to sick time, personal days, or vacation.
- Complete client intakes.
- Documentation in client files, shelter log, and crisis line contact forms maintaining information that is pertinent, factual, and objective for each individual client.
- Uphold and enforce Shelter Guidelines and Shelter Contract Agreement with all shelter clients.
- Provide empathetic listening, peer counseling, information and referrals, and issue-specific advocacy services to all shelter clients on an ongoing basis.
- Provide appropriate conflict resolution and professional confrontational skills as needed.

Facility Maintenance:

- Clean and maintain shelter bedrooms.
- Supervise client chore list.
- Share in the cleaning and maintenance of shelter offices.

Conduct and Behavior:

- Must have the ability to remain open to new ideas and adapt to change.
- Must have the ability to establish rapport and maintain cooperative working relationships with colleagues and community members, seeking guidance if required.
- Must have the ability to communicate with sensitivity, compassion and clarity, taking into consideration the needs and feelings of others.
- Must have the ability to represent CASDA with positivity, credibility and professionalism.

Other:

- Attend monthly shelter staff meetings as scheduled.
- Other duties as assigned by the Director of Program Services/Executive Director.

Knowledge, Skills, and Abilities:

- Knowledge and experience working with victims of domestic violence, sexual assault and child abuse.
- Must have the ability to set clear, professional boundaries and the ability to maintain client and agency confidentiality.
- Must have the ability to be self-directed yet work effectively as a team member. Must have the ability to speak to the public and one-on-one regarding the issues of abuse in a knowledgeable, skillful manner, and in accordance with CASDA's mission and philosophy.
- Must have the ability to complete effective oral and written reports and must be able to meet deadlines consistently.
- Must have the ability to handle multiple tasks simultaneously and have excellent organizational skills.
- Must have a valid driver's license, provide own transportation and provide proof of auto insurance.
- Must have the ability to lift up to 25 pounds and perform general cleaning duties.

FOR CLARIFICATION OF ANY TERM IN THE JOB DESCRIPTION, GO TO THE DIRECTOR OF PROGRAM SERVICES.