

WICHITA FAMILY CRISIS CENTER
Job Description

TITLE AND CLASSIFICATION:
Shelter Advocate

FTE : 1.0 **Status :** Non-Exempt **Supervisor:** Shelter Manager

SUMMARY

Under general direction from the Shelter Manager, the Shelter Advocate provides advocacy, supportive services, and service plan development for clients.

The primary responsibilities of the Shelter Advocate are: (1) to receive prospective clients who have been victimized and seek assistance through the Wichita Family Crisis Center, as well as determine safety and suitability for service; and (2) to provide advocacy, support, and safety planning services for clients who enter shelter. The Shelter Advocate may be required to assume on-call responsibilities and work hours outside of regular business hours, including nights, holidays, and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The responsibilities for the Shelter Advocate include:

- Identify safety issues with clients and develop individual safety plans
- Work with clients to identify advocacy needs and develop a personalized service plan
- Assist victims/survivors with informed referrals to community resources
- Provide supportive services as needed for clients, including crisis intervention, personal advocacy, medical advocacy, court advocacy, law enforcement advocacy, supportive counseling, parent and child advocacy, and child/youth advocacy
- Facilitate education and support groups for clients
- Maintain professional contact with community resources to keep current on services available to victims and knowledge of appropriateness for domestic and/or sexual violence victims, including victims of sexual exploitation
- Advocate for victims/survivors with systems (law enforcement, housing, immigration, etc.)
- Answer crisis line calls
- Enter program demographic and service statistics into database; complete reports as directed
- Follow-up with clients to assess progress; provide continuing service as appropriate
- Assist Shelter Manager in the evaluation of services and needs for domestic violence victims living in Shelter
- Participate in regular meetings and trainings to coordinate services and enhance professional development
- Conduct all duties from an evidence-driven, trauma-informed, and survivor-centered model
- Clean, disinfect and prepare shelter rooms following client's exit
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES: N/A

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

Professional experience or training in early childhood education, parenting education, case management, counseling, domestic violence, economically disadvantaged, or other social issues preferred.

Skills and Abilities

The incumbent must demonstrate the following skills:

- excellent interpersonal skills
- team building skills
- analytical and problem solving skills
- decision making skills
- effective verbal and listening communications skills
- attention to detail and high level of accuracy
- effective time management and organizational skills
- effective written communications skills
- strong knowledge and experience in use of Microsoft Office products
- stress management skills

PERSONAL ATTRIBUTES

The incumbent must maintain strict confidentiality in performing the duties related to agency business. The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics
- ability to maintain professional relationships with co-workers

EDUCATION AND EXPERIENCE

Undergraduate degree required. Related work experience in social services field may be considered in lieu of degree.

CERTIFICATION, REGISTRATION, OR LICENSE

Class C driver's license, motor vehicle, and insurance required.

Background check required.

EXPOSURES

Controlled inside work environment with noise/vibrations from general office equipment. Frequent exposure to other environments such as public buildings, doctor offices, etc. Minimal exposure to fumes/dust/odors.

PHYSICAL DEMANDS

- **Work Type:** Light, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Climbing/Balancing/Freedom to Move:** May be assigned to multilevel building with some floors accessible by stairs only. Minimal required to move about office. Sit about 25 percent of time.
- **Stooping/Bending:** Minimal.
- **Reaching:** Occasional, overhead as well as horizontal and down.
- **Vision:** Adequate to perform essential functions.
- **Color vision:** No particular color vision requirement.
- **Hearing:** Frequently perceive nature of sounds by ear.
- **Speech:** Frequently express ideas by means of spoken words.
- **Eye/Hand/Foot Coordination:** Frequently operates equipment requiring moderate ability.
- **Manual Dexterity:** Frequently operates equipment requiring moderate ability.

ENVIRONMENTAL CONDITIONS

The incumbent is located in an open area office. The incumbent is faced with frequent interruptions and must meet with others on a regular basis.

SENSORY DEMANDS

The incumbent will also spend time on the computer entering information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people in crisis with multiple barriers such as addiction, depression, anxiety, physical injury or other special needs and/or limitations.

CERTIFICATION for Shelter Advocate (full-time)

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature: _____

Printed Name: _____

Date: _____

I certify that this job description is an accurate description of the responsibilities assigned to the position.

Supervisor's Title _____

Supervisor's Signature: _____

Date: _____

Executive Director's Signature

Date