



JOB TITLE: Resident Advocate

REPORTS TO: Shelter Manager

HOURS: Full-Time: 40 hours weekly

BENEFITS: \$2.00 Weekend shift differential pay, IRA 3% Match, Paid PTO. DOVE Center specified Holiday differential time and a half. Medical, Dental, Vision, Life Insurance. Benefits are specified by hours worked in policy/procedure manual.

VALUES: Employee will be expected to possess and demonstrate: Continual learner; self-motivator who takes initiative; outstanding attendance and punctuality; exhibit an encouraging and positive attitude; demonstrates an effective use of time, good organizational skills (including the ability to juggle projects and time commitments), and can prioritize crucial job-related tasks; can adjust to changes in normal routine and is open to requests from clients, co-staff, or administration; cooperates with staff, works well with others, provides assistance when needed, can be relied upon by co-workers/management to follow through, volunteers for assignments to enhance the organization, and is respected by his/her peers, subordinates, superiors and/or clients. Employee is also expected to stay current with best practices for providing victim advocacy, which includes a minimum of 16 hours required victim advocacy training.

RESPONSIBILITIES: The resident advocate is responsible to maintain confidentiality, security, safety and general upkeep of the DOVE House. Attend to the overall needs of the in-shelter clients and answer all help-line and dispatch phone calls; along with assisting in-intake and exit of clients; and maintain a professional and considerate manner while acting as a Resident Advocate at the DOVE House. Full-time resident advocates are also tasked with some training assignments, as well.

JOB DUTIES:

- Maintain security, safety and upkeep of shelter
- Follow policy and procedures
- Attend to the overall needs of the in-shelter clients
- Provide victim advocacy as needed
- Operate the 24hr hotline and provide crisis advocacy
- Support client action plan goals
- Document activities and notes in database and advocate logs
- Provide training for volunteers and new staff advocates, as assigned

MINIMUM QUALIFICATIONS:

- High school diploma and two years' experience working with the public.
- Clear criminal background check
- Bilingual preferred

The DOVE Center provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities, or any other basis protected by state or federal law.

