



JOB TITLE: Resident Advocate

REPORTS TO: Shelter Manager

HOURS: Full-time (40 hours/week)

PAY: \$14.50 hourly

BENEFITS: \$2.00 weekend shift differential pay, IRA 3% Match after six months of employment, PTO, Premium Pay, Insurance (Medical/HAS, EAP COBRA Qualified, Dental, Vision, Life, Voluntary Life, Voluntary Short-Term Disability)

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 40-hour 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 helpline and dispatch phone calls; along with assisting intake and exit of clients; and maintain a professional and considerate manner while acting as a Resident Advocate at the DOVE House.

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

MINIMUM QUALIFICATIONS:

- Clear criminal background check
- Strong communication skills; including phone skills, bilingual helpful
- High school diploma or equivalent
- Two years of experience working with the public

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.