

Job Title:	Operations Advocate	Job Category:	Advocate
Department/Group:	Programs	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	75%
Level/Salary Range:	Hourly	Position Type:	Overnight FT Fri-Sun from 10:30pm-7:30am
HR Contact:	Angie Wright	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			
Job Description			
<p>The Operations Advocate supports the Fort Bend Women’s Center’s emergency shelter by providing client assistance, crisis response, and facility support in a trauma-informed environment.</p> <p>This is a grant-funded position, and continued employment is contingent upon ongoing grant funding.</p> <p>About Us The Fort Bend Women’s Center provides outstanding and innovative programming that:</p> <ul style="list-style-type: none"> • Is brain-health-based. • Operates within a positive reinforcement framework that increases hope and social connectivity. • Reduces the negative impact of trauma, often from lifelong abuse. • Fosters client self-determination and accountability. • Provides mobile services. • Is data-driven. • Uses evidence-based traditional and innovative services. <p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Professionalism and Team Collaboration <ol style="list-style-type: none"> a. Model agency core values: <i>Service, Passion, Integrity, Respect, Innovation, and Teamwork.</i> b. Participate in weekly meetings with the Operations Lead/Advocate Lead and any other assigned meeting or training. c. Collaborate effectively with team members and maintain professionalism at all times. d. Work a set schedule, including weekends, holidays, and occasional overtime. • Crisis Response <ol style="list-style-type: none"> a. Respond promptly and appropriately to crises, issues, and emergencies. b. Answer hotline crisis calls and provide immediate crisis intervention support. 			

- c. Use verbal and nonverbal communication techniques to de-escalate situations.
- **Client Support and Advocacy**
 - a. Welcome new clients, provide shelter tours, complete onboarding, and prepare welcome kits.
 - b. Provide necessities and emotional support to clients in a respectful, nonjudgmental, and trauma-informed manner.
 - c. Support clients' self-determination and informed decision-making.
 - d. Facilitate client engagement activities and provide transportation as needed.
- **Safety and Security**
 - a. Ensure the overall safety and well-being of residents and staff.
 - b. Follow all safety guidelines and procedures.
 - c. Monitor shelter security cameras in real time and review footage as directed by leadership.
- **Facility Upkeep and Client Hospitality**
 - a. Maintain overall cleanliness and organization of the shelter.
 - b. Clean and sanitize residential rooms and common areas as needed.
 - c. Assist in the kitchen and set out snacks or beverages for clients.
- **Documentation and Recordkeeping**
 - a. Complete timely and accurate documentation, including new client enrollments, the shelter log, and shift notes.
 - b. Maintain the Room Integrity Process with accurate room inspections and updates.
 - c. Perform inventory logs and maintain supply organization.
- **Communication and Coordination**
 - a. Demonstrate effective listening, teamwork, flexibility, and a caring attitude with clients and coworkers.
 - b. Handle phone calls, donations, and administrative inquiries courteously.
 - c. Respond promptly to emails and relay messages or event information to the appropriate staff.
- **Administrative and Miscellaneous**
 - a. Perform general office duties and agency mail runs.
 - b. Fulfill mandated reporting requirements to CPS, APS, and Mental Health Services.
 - c. Travel as needed within Harris and Fort Bend Counties.
- **Perform other duties as assigned.**

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma or equivalent required; some college preferred.
- Residential advocacy experience preferred.
- Proficiency in Microsoft Office Suite, particularly Excel and Word.
- Clear and effective written and oral communication skills.
- Valid Texas Driver's License and proof of auto liability insurance as required by state law.

- Successful completion of a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- **Enthusiasm and Compassion**
 - a. An enthusiastic personality is a must! This is a rewarding position that requires optimism, compassion, and a genuine desire to help others.
 - b. Experience working with individuals affected by trauma (preferably domestic or sexual violence) is a plus, though not required.
- **Communication and Interpersonal Skills**
 - a. Demonstrates strong verbal and written communication skills, including active listening, effective nonverbal communication, and cultural competency.
 - b. Speaks clearly and professionally in all settings; writes accurately and respectfully with attention to grammar and tone.
 - c. Builds rapport with clients and colleagues through empathy, respect, and consistency.
- **Decision-Making and Problem Solving**
 - a. Uses sound judgment and includes appropriate team members in decision-making processes.
 - b. Displays creativity and resourcefulness in addressing challenges and implementing innovative solutions.
 - c. Demonstrates tenacity, thoroughness, and the ability to manage multiple priorities and deadlines effectively.
- **Client Care and Ethics**
 - a. Maintains professional boundaries and upholds client confidentiality and autonomy.
 - b. Applies trauma-informed, victim-centered, and strengths-based approaches in all client interactions.
 - c. Demonstrates awareness of personal biases and actively works to ensure services are delivered equitably and without discrimination.
 - d. Manages conflict and emotional responses constructively when interacting with clients and colleagues.
- **Teamwork and Professionalism**
 - a. Collaborates effectively as a team player, contributing to both large projects and routine tasks.
 - b. Follows instructions, meets commitments, and communicates proactively regarding timelines or alternate plans.
 - c. Willingness to work nontraditional hours when necessary to meet program needs.
 - d. Travel may be required within Harris and Fort Bend Counties.



Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____