

<b>Job Title:</b>	Resident Advocate	<b>Job Category:</b>	Programs
<b>Department/Group:</b>	Shelter	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Richmond TX	<b>Travel Required:</b>	
<b>Level/Salary Range:</b>	Hourly /Non Exempt	<b>Position Type:</b>	Full Time, Non-exempt
<b>HR Contact:</b>		<b>Date posted:</b>	Click here to enter a date.
<b>Will Train Applicant(s):</b>	Yes	<b>Posting Expires:</b>	Click here to enter a date.
<b>External posting URL:</b>			
<b>Internal posting URL:</b>			
<b>Job Description</b>			
<p><b>ROLE AND RESPONSIBILITIES</b></p> <p>Responsible for the overall function of the shelter and resident cooperative living. Assist agency speakers' bureau with community outreach presentations. Conduct shelter tours. Provide incoming eligibility screening, support, crisis intervention, information and additional service coordination (such as transportation/childcare and dispatching Personal Accompaniment Volunteers – PAV'S) for survivors of family violence and sexual assault. 24-hour hotline crisis and other calls for donations and administrative inquiries will also be handled.</p> <ul style="list-style-type: none"> <li>• Must have agency core values – Service, Passion, Integrity, Respect, Innovative, Team work</li> <li>• Supervise daily resident community chore list.</li> <li>• Oversee and participate in intake process, ensuring that documentation is completed correctly and appropriate procedures are followed.</li> <li>• Maintain confidentiality of the shelter and clients served.</li> <li>• Must have basic computer skills in Microsoft office / Outlook to effectively utilize email and prepare documents.</li> <li>• Enroll in agencies speakers' bureau to present during community outreach and /or fundraising events.</li> <li>• Be knowledgeable of program policies and procedures.</li> <li>• Mediate shelter client disagreements and or grievances.</li> <li>• Maintain shelter log and required documentation, hourly entries pertaining to shelter activities and other entries.</li> <li>• Ensure that staff, clients and volunteers adhere to shelter policies and procedures as well as schedules at all times.</li> <li>• Provide crisis intervention and support to incoming hotline callers.</li> <li>• Must be able to handle up to four incoming calls at once, have good listening skills, be a team player, be flexible, respond to clients / callers with courtesy, project a caring attitude.</li> <li>• Provide incoming shelter client eligibility screening.</li> <li>• Provide information and referrals, as well as additional service coordination such as transportation and dispatching Personal Accompaniment Volunteers – PAV'S.</li> <li>• Monitor shelter security systems.</li> <li>• Relay information for tours, events, and etc. to the appropriate staff member to ensure that there is proper staffing, supplies, etc.</li> <li>• Handle calls for donation and administrative inquiries.</li> <li>• Take messages and ensure that they are relayed to the appropriate staff member.</li> <li>• Oversee upkeep of the shelter.</li> <li>• Train volunteers to work on the hotline.</li> <li>• Attend staff meetings while on or off duty</li> </ul>			

- Work with co-workers to keep linen room organized
- Supervise/coordinate volunteers and projects as needed
- Ensure shelter cleanliness
- Daily rounds and room checks
- Assist with supervision of donation distribution.
- Other duties as assigned.

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- Bachelor's degree in Education/Human Resources/Public Relations or related field or equivalent experience;
- able to lift 50 lbs;
- An enthusiastic personality is a MUST! We assist those who are struggling for self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Proficiency in Excel and Microsoft office
- At least 6 months of experience working in an administrative or customer service capacity preferred.

#### **Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:

- Judgment - Displays willingness to make decisions, responds compassionately to persons being served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process.
- Innovation - Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, and develops innovative approaches and ideas.
- Tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled and strong time management skills during busy and slower periods throughout the day.
- Apply basic strategies for good communication, including developing rapport and use active listening.
- Establish and maintain collaborative and trusting relationships with victims/survivors.
- Relate to victims/survivors in a respectful and nonjudgmental manner; employ a victim-centered and trauma-informed perspective.
- Focus on victim/survivor empowerment and emphasize strengths.
- Support victim self-determination and informed decision-making.
- Respect client confidentiality.
- Apply strategies for using verbal and nonverbal communication to calm crises situations so that assessments and case planning may take place.
- Apply strategies for gathering case-specific information and relevant facts for safety planning and service delivery.

- Apply strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to victim/survivor communications as needed.
- Demonstrate ongoing efforts to improve skills in effective communication, including verbal and nonverbal communication, and cultural competency.
- Planning/Organizing - Prioritizes and plans work activities, uses time efficiently, plans for additional resource needs, sets goals and objectives, develops realistic action plans.
- Deadline and solutions oriented with the ability to handle multiple competing priorities and wide-variety of responsibilities.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings.
- Written Communication -Writes clearly, persuasively and informatively, edits work for spelling and grammar, and reads and interprets written information.
- Dependability - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to long and/or non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_