

HOPE HOUSE OF SOUTH CENTRAL WISCONSIN, INC.
Job Description

POSITION: Hotline/Shelter Advocate (Evenings & Overnights)

REPORTS TO: Shelter/Operations Manager

POSITION SUMMARY:

The Hotline/Shelter Advocate's primary responsibility is to answer the 24/7 hotline and to provide support to victims residing in emergency shelter.

RESPONSIBILITIES:

Client Services

- Answer 24/7 hotline and take initial steps to assist victims.
- Utilize on-call system for support and information. Contact on-call for emergency client service needs.
- Facilitate access to emergency care, shelter, and support services as directed.
- Take appropriate first steps in case of emergency situation.
- Maintain daily shelter census (monitoring access to the building and keeping track of who is in/out of shelter at all times).
- Promote protective parent-child relationship building. Actively engage in positive role-modeling and mentoring.
- Provide support to shelter residents.

Create a Nurturing & Welcoming Environment

- Create an atmosphere of support and nurturing for individuals and families in shelter; facilitate positive communal living environment
- Complete daily tasks as needed (cleaning, sanitizing and organizing) to ensure an organized, clean, well-functioning, properly maintained shelter facility.
- Complete outdoor tasks as needed (i.e. pick-up, sweep/shovel/salt steps/ramps, water plants/shrubs).
- Organize and stock food, paper products and supplies as needed.
- Process donations; organize and maintain donations and food storage areas as needed.
- Maintain inventory of donations, food, household supplies and cleaning products as needed.
- Complete house laundry as needed.

Administration

- Ensure necessary documentation, data collection and paperwork is completed in a thorough and timely fashion.
- Attend staff meetings as scheduled.
- Communicate verbally and in-writing with other staff.
- Complete administrative/clerical tasks as needed or assigned.
- Participate in staff development as requested.

QUALIFICATIONS:

Education/Experience:

- High school diploma and 2 years of work experience related to the position.
- Experience in a residential facility strongly preferred.
- Experience working with diverse populations.

- Ability to maintain high level of confidentiality is essential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to smell.
- The employee must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, color vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK CONDITIONS:

The work conditions for this job description are:

- This position is based at the Resource Center in Baraboo. Travel throughout the 5 county service area and Dane county is required occasionally.
- Access to reliable transportation and travel are required to perform essential duties. Must maintain valid Wisconsin driver's license. Obtains and maintains the required motor vehicle liability insurance requirements and an acceptable motor vehicle record.
- Must pass criminal background check.
- This position primarily works either Evenings (4pm-Midnight) or Overnights (Midnight-8am), including weekends and holidays.

This information indicates the general nature of work and level of responsibility for this position. It is not intended to be a comprehensive list of duties and responsibilities. Hope House strives for a fully inclusive work environment and does not discriminate on the basis of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, familial or marital status, and/or with regard to public assistance or any other characteristic. Hope House is an Equal Opportunity Employer.