

Hope House of South Central Wisconsin, Inc.
Job Description

POSITION: Advocate

CLASSIFICATION: 2nd and 3rd Shift Positions Available

REPORTS TO: Program Manager/Teen Services

POSITION SUMMARY: The Advocate provides immediate access to trauma-informed direct services. Advocates respond to the immediate health and safety of clients, provide supportive counseling to improve clients coping skills, overall functioning and ability to make decisions during stressful times, and provides other emergency services that are intended to restore the client's sense of dignity and self-esteem. Clients include primary and secondary victims/survivors of sexual violence and domestic violence. The Advocate works individually and as part of the team to promote an atmosphere that encourages safety and self-sufficiency. Advocates also work in cooperation with other staff to ensure consistent delivery of case management and support services in shelter, including ensuring that the shelter is safe, clean, well-functioning and properly maintained.

RESPONSIBILITIES:

A. Community Response (First Level of Priority)

- Provide telephone and in-person safety planning, crisis intervention, supportive counseling including active/reflective listening, information, education, advocacy and (internal and community) referrals.
- Provide comprehensive services via the hotline to clients and collateral callers.
- Provide comprehensive services to walk-in clients
- Provide information and safety planning for individuals wishing to drop a no-contact order.
- Reach out to victim/survivors to assess safety and offer services in response to a written Law Enforcement Referral.
- Respond to requests from hospitals, health care providers, law enforcement and human services departments to provide direct client services for victims at designated Safe Partner Site locations within five-county service area.
- Provide accompaniment for victims/survivors as needed to access SANE services at hospitals (i.e. Meriter in Madison).
- Respond to referrals and other requests for immediate services from community partners (i.e. Human Services, Housing COC, Communities of Faith, etc.).
- Respond promptly to client contacts through email and social media (possible future texting line).
- Provide/coordinate emergency transportation to shelter.
- Collaborate with team members to develop solutions to help ensure the safety of victims

- Monitor building access and security including proper procedures for entry and verifying residents.

B. Shelter Services (Second Level of Priority)

- Create an atmosphere of support and nurturing for individuals and families residing in shelter.
- Promote and facilitate a positive communal living environment striving to balance the varying needs of individuals and families.
- Engage in active and positive role-modeling and mentoring for shelter residents.
- Provide information and education to shelter residents on topics related to domestic and sexual violence, including dynamics and effects of violence, effects of trauma, coping strategies, healthy relationships, etc.
- Provide information, referrals and advocacy regarding available options and resources for program participants to achieve safety and self-sufficiency particularly for employment and housing.
- In conjunction with team, plan, coordinate and conduct weekly resident house meeting.
- Plan, coordinate and implement individual and weekly group activities on activities of daily living and other topics relevant to program participants (i.e. DV/SA education; healthy relationships; women and children's health, safety and social skills; nutrition and food management; hygiene and personal care, money and home management, job seeking skills, housing, transportation, parenting issues and community resources).
- In collaboration with Family Advocate and program volunteers, plan and implement recreational activities for shelter residents and their children.
- Conduct new resident welcoming process and complete intake paperwork.
- Work with designated residents to complete goal plans and crisis prevention plans.
- Seek client feedback and survey data from clients in order to improve services and track outcomes.
- Complete shelter transition (exit) process, including transition plans for safety and follow-up services.
- Maintain shelter census, shift report binder, Release of Information forms, etc.
- Be prepared and take steps in urgent or emergency situations (possibilities could include things like weather conditions, health/first aid emergency, intruder, mental health crisis, etc.)
- Know who is in /out of shelter at all times.
- Prepare, maintain and update forms, files, educational, reference and resource materials.

C. Administrative and Shelter Living Tasks (Third Level of Priority)

- Take pro-active steps to ensure the shelter facility is safe, conducive to self-healing, and appealing to people of all ages and cultures.
- Complete daily tasks (cleaning, sanitizing and organizing) to ensure an organized, clean, well-functioning, properly maintained shelter facility.

- Organize and stock food, paper products and supplies.
- Process donations; organize and maintain donations and food storage areas.
- Maintain inventory of donations, food, household supplies and cleaning products.
- Complete house laundry.
- Complete minor shelter repairs; notify Admin Coordinator of items needing professional repair.
- Complete administrative/clerical tasks as needed or assigned
- Prepare materials for presentations, booths, and outreach events as needed
- Other duties as needed or assigned
- Communicate verbally and in-writing with other staff to ensure consistency and continuity in case management process including screening, intake/outtake, assessment, individual service plans, referrals, and follow-up services.
- Attends staff meetings and trainings as assigned.
- Collects/maintains statistics for grant reporting and agency requirements.
- Complete work plans and outcome reports and program reports as required.
- Complete necessary paperwork and data collection in a thorough and timely fashion (Osnum)
- Other duties as needed or assigned

D. Organizational

- Listen to, believe, support and empower survivors of domestic and sexual abuse.
- Contribute to maintaining the integrity of the organization.
- Display the highest standards of ethical conduct.
- Work harmoniously and collaboratively with a diverse group of clients, community partners, and co-workers.
- Foster an atmosphere of respect, cooperation, and positive energy among co-workers and supervisors.
- Attend and actively participate in staff and agency meetings and trainings.
- Complete and submit agency and grant reports as required.
- Adhere to agency policies, procedures and work rules.

DESIRED QUALIFICATIONS:

- A bachelor's degree is required, master's degree is preferred, and four years of professionally supervised experience related to the position; or any combination of experience and education equivalent to the above.
- Experience with Motivational Interviewing and Substance Abuse Certificate preferred.
- Ability to maintain high level of confidentiality is essential.
- Ability and motivation to communicate in respectful, compassionate, culturally-competent.
- Competence and alertness to safety issues; ability to respond calmly and effectively to unexpected situations and crisis.
- Must demonstrate judgment, tact and diplomacy when interfacing with internal and external stakeholders.

- Ability to maintain effective, collaborative working relationships with supervisor, co-workers and volunteers.
- Highly organized and detail focused; ability to multi-task while achieving results and deadlines with a positive attitude and professional demeanor. Solid time management skills, self-starter and creative problem solver. Demonstrates “Can do” attitude, enthusiasm and flexibility.
- Self-motivated and self-directed, demonstrates high level of initiative and ability to perform with limited supervision.
- Excellent written and interpersonal skills.
- Ability to use standard office equipment (computer, fax, copier, etc.)
- Demonstrated ability to use software applications including MS Word, Excel and Outlook.
- Must pass background check
- Valid Wisconsin driver’s license, access to vehicle and proof of auto insurance coverage is required
- Bilingual (English/Spanish) preferred

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 regularly required to sit, stand, walk, climb stairs, reach with hands and arms, lift and balance. The employee is regularly required to use hands to finger, handle or feel. The employee is regularly required to stoop, kneel, crouch or crawl. The employee is frequently required to taste or smell. The employee must frequently lift and/or move up to 25 lbs and occasionally lift and/or move up to 50 lbs and rarely lift and/or move 75 lbs with assistance or equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust focus.

Hope House is an equal opportunity employer. Reasonable accommodations will be provided to individuals with disabilities upon request.

The Community Response Advocates work a set shift (1st, 2nd, or 3rd) with alternating days to provide 24/7 coverage for the agency. Other days/hours may be required on occasion.

This position is based at the shelter facility in Baraboo. Travel throughout the 5-county service area and to Dane County is required to meet the needs of clients.

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. Management reserves the right to modify or change job descriptions in accordance with agency needs.