

POSITION: Relief Advocate **Status:** Non-exempt
DEPARTMENT: Residential Services (Southeast and Central) **Hours:** Min. 12 hrs/month
REPORTS TO: Shelter Manager

Scope of Work: The relief staff provides a safe and supportive environment for the residents in the shelter program, as needed, during the absence of regularly scheduled shelter staff. This position supports shelter mission goals and is an integral part of the continuation of services for survivors in the shelter program. **The Relief staff's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

Primary Duties:

- Works open shifts (at least 12 hours/month) as requested by on-call advocates or Shelter Manager
- Participates in individual or group supervision as required by the Shelter Manager
- Facilitates house meetings as necessary to mediate differences or conflicts.
- Responds to basic living needs of residents.
- Maintains shelter safety and security.
- Prepares rooms for incoming clients.
- Assists residents and their children in their adjustment to shelter life.
- Ensures maintenance of shelter rules and protocol.
- Other responsibilities as required or assigned by the Manager and/or Senior Management.
- Must complete all pre-service training within one month of hire (preservice, hotline, shelter shadowing)

General Duties:

- Answers hotline, completes intake and exit paperwork, dispatches SANE advocates and completes internal referral forms
- Assists residents with safety planning
- Provides transportation for residents and their children as needed
- Monitors shelter cleanliness and participates in general organization, maintenance and cleaning as necessary
- Facilitates intra-staff communication through objective, accurate notes in communication logs and case notes
- Addresses client issues and facilitates productive, safe problem solving
- Conducts daily walkthroughs of the house
- Provides holiday coverage at both shelters as necessary **(at least two major holidays per calendar year)**
- Assists with training of new staff, volunteers, and interns
- Attends all agency meeting and other meetings as requested
- Attends all-shelter meetings as requested
- Attends regular individual and group supervision meetings
- Conducts him/herself according to the agency's stated policies and procedures
- Complies with the Agency's confidentiality policy
- Completes 6 hours of in-service training annually

Skills and Ability:

- Ability to communicate effectively.
- Sensitivity to multicultural issues.
- Strong interpersonal, organizational, and prioritizing skills.
- Self-motivated, self-reliant, dependable
- Ability to work in a team-oriented environment.
- Demonstrates maturity, self-awareness and initiative.
- Flexibility of time/scheduling
- Valid driver's license and dependable transportation.
- Basic computer skills and capable of skill building is preferred.

Education & Experience:

- High School diploma or GED.
- Familiarity/understanding of domestic violence and sexual assault issues preferred
- Bilingual preferred