

**POSITION:** Shelter Advocate  
**DEPARTMENT:** SC Shelter  
**REPORTS TO:** SC Shelter Manager

**Status:** Non-exempt, full time  
**Hours:** Mon – Fri 4-11pm

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

**Primary Duties:**

- Provides hotline coverage.
- Facilitates house meetings as necessary to mediate differences or conflicts.
- Responds to basic living needs of residents.
- Maintains shelter security.
- Prepares rooms for incoming clients.
- Responsible for meal planning with clients, including maintaining client receipts.
- Responsible for weekly facilities housekeeping and safety checks.
- Coordinates and/or provides transportation for incoming or departing residents to and from the drop-off point.
- Assists residents and their children in their adjustment to shelter life.
- Ensures maintenance of shelter rules and protocol.
- Maintains communication with shelter-based staff via staff log and/or telephone/e-mail contact as appropriate.
- Maintains resident and shelter documentation relative to funds and expenditures according to established policy.
- Participate in Holiday coverage (a minimum of 2 holidays per calendar year)
- Other responsibilities as required or assigned by the Director and/or Senior Management.

**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. Some college ideal.
- Familiarity/understanding of domestic violence and sexual assault issues preferred
- Bilingual/Spanish speaking preferred

It is the policy of New Hope to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals with disabilities.

New Hope's goal is to increase representation of women, people of color, veterans and individuals with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.