

**POSITION:** Shelter Advocate  
**DEPARTMENT:** SC/SE Shelter  
**REPORTS TO:** Residential Director/ Shelter Manager

**Status:** Non-exempt, full time  
**Hours:** 11pm-8am – 4 Nights per week

**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.
- Responds to basic living needs of residents.
- Maintains shelter security.
- Participate in On-call Rotation for shelter
- Complies with the Agency's confidentiality policy
- Ensures that client issues are being addressed
- Attends all agency and shelter meetings
- Prepares rooms for incoming clients when needed
- Supports residents and their children in their adjustment to shelter life.
- Communicate professionally with shelter-based staff via staff logs and/or call/email as appropriate.
- 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 helpful

At New Hope we celebrate diversity and are committed to creating an inclusive environment for all employees. We strive to provide equal employment opportunity 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 living with disabilities.

New Hope's goal is to increase representation of women, people of color, LGBTQIA+, veterans and persons living 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.