



JOB DESCRIPTION

Position Title:	Residential Advocate	Grade: <u>4</u>
Program:	Housing, Monika’s House	ED Signature:
Reports to:	Shelter Coordinator	_____
Status:	Non-exempt, _____ FTE (1.0 or .80)	Date: _____

The mission of the Domestic Violence Resource Center of Washington County is to educate, support, and empower survivors and their children who are affected by intimate partner violence by offering counseling, advocacy, shelter services, and community outreach.

Summary:

Maintain the general safety and well-being of shelter and all residents. Communicate, oversee, and enforce/uphold all shelter policies and guidelines. Facilitate the day to day structure of the program, and manage the crisis and business lines. Conduct phone screenings and assist with placements. Manage Food Bank account, volunteer and donation needs of shelter, and meet all necessary requirements for the program. Respond to any crisis situation with clients or the shelter.

Responsibilities

- Ability to work with and assist clients regardless of sex, gender, sexual orientation, race, ethnicity, socioeconomic status, age and/or disability.
- Ability to be a primary advocate/case manager for clients. This requires weekly appointments, daily check-ins, and assistance/support in attaining client’s goals.
- Conduct Safety Checks to maintain cleanliness, security, and safety of residents. Return garbage, recycling, and yard debris to locations after pick-up days.
- Respond to any crisis as needed and/or be available for client check-ins as needed. Consult with other staff and/or supervisor as needed to resolve crisis, and provide consultation for other staff.
- Answer crisis line and record stats. Answer Monika’s House business line.
- Conduct phone screenings when space is open. Discuss screenings with children’s advocate or case manager to make decisions about placements. Complete placements with new clients as needed.
- Assist with childcare to help facilitate family case-management as needed.
- Ensure that all pertinent client data is entered into Osnum on a regular basis.
- Maintain a clean office and staff bathroom. Assist with house laundry if needed. Clean and prepare any rooms/beds that have been exited.
- Sign off on completed chores. All chores are to be completed between 8AM-11AM and 9PM-11PM. On Monday night after chores are completed, rotate the chores for the week. Always take into account client’s work schedule, and physical abilities. Some clients are unable physically to do certain chores and others may work most of the day and are unable to complete the bigger chores. Assign weekend deep clean chores Friday. Sign off on Deep Clean Chores by Sunday at 11pm.
- Complete the Fridge and Freezer Temperature Log. It is located on the cork board.
- Ensure weekly communal chores are being completed.

- Follow all agency policies and VAWA and HIPPA compliant-policies related to sharing client information with law enforcement, DHS, courts or other agencies with whom the client is actively involved.
- May recruit and manage volunteers of Monika's House. Assess for volunteer needs.
- Represent DVRC in the Animal Protection MDT of Washington County as the county's only domestic violence shelter, accepting pets and companion animals of clients.
- Manage food bank grants and make orders. Make a weekly trip to food bank to obtain orders and free food items. Complete monthly report. Attend any required meetings. Prepare for annual inspection. Keep food pantry organized.
- Coordinate and solicit donations for Monika's House. Update DVRC's website to list needed or desired items to be donated.
- Order food boxes as needed for clients. Manage call list for Care to Share.
- Maintain contact with Medical Teams International and pick-up supplies.
- Communicate and enforce guidelines and policies, providing verbal and written warnings as appropriate, providing positive feedback and documenting interactions with clients. Model appropriate boundaries with clients and demonstrate respect for client's decision making.
- Maintain a positive working relationship with the shelter team.
- Complete all required documentation for each shift.
- Other duties as assigned.

Qualifications

- Supportive of the Domestic Violence Resource Center's mission.
- Must pass a criminal background check.
- Must complete the 40-hour Victims' Advocacy Training, as required by the State of Oregon, within 30 days of employment, or as soon as reasonable.
- Adhere to DVRC policies and procedures.
- May be asked to represent DVRC at public events, meetings, services, clubs, etc.
- Minimum of two years post high school education or relevant work experience.
- Bilingual (Spanish) preferred.
- CPR/1st aide certified within 90 days of employment.
- Ability to consistently and effectively model appropriate behavior skills and boundaries to both adults and children.
- Experience working with people in crisis situations (previous work or experience with survivors of abuse is preferred).
- Time management skills and ability to work independently and with a team.
- Ability to communicate effectively with co-workers, volunteers, and clients.

Physical Requirements:

- Manual Dexterity-Regularly
- Ability to sit and/or stand for long periods of time-Constantly
- Ability to bend, stoop, push or pull items weighing 25 pounds or less-Occasionally
- Walking-Ability to move within the office to access files, office machines, etc.-Regularly

Sensory/Cognitive Demands:

- Hearing, listening, vision, speaking, thinking, memory/recall-Constantly

Working Conditions:

- Work environment is in a home-like setting that has natural and artificial lighting. May be exposed to cleaning solvents, bloodborne pathogens, and animals. Position requires frequent use of steps, repetitive motion with keyboard and use of computer mouse. Property has a hilly driveway and caution is advised during rainy, icy, and or snowy conditions. May require driving on a regular basis. Overtime may be required.

Reasonable accommodation will be made for individuals with disabilities as required by the ADA and any other state laws and regulations.

Employee Signature

Date

Rev. 8/30/2018, LC