

**Position Title:** Day Residential Advocate  
**Department:** Shelter Services  
**Reports to:** Director of Shelter Services/Supervisor  
**Status:** Full-time, Non-exempt  
**Schedule:** Saturday-Wednesday, 9am-5pm

**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 be a primary advocate/case manager for up to 3 clients at a time. This requires weekly appointments, daily check-ins, and assistance/support in attaining client's goals.
- Respond to any crisis as needed and/or be available for client check-ins as needed.
- 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.
- Help ensure weekly communal chores are being completed.
- 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.
- Conduct Safety Checks to maintain cleanliness, security, and safety of residents. Return garbage, recycling, and yard debris to locations after pick-up days.
- Complete all required documentation for each shift.
- Maintain a clean office and staff bathroom. Assist with house laundry if needed. Clean and prepare any rooms/beds that have been exited.
- Attend/complete basic qualifying trainings, such as the 40-hour Domestic Violence training, as well as other trainings for continued proficiency in advocate skillset.

**Qualifications**

- Bachelor’s Degree in social services, education, or comparable field, with experience in serving children and families preferred. Minimum of two-year post high-school education required.
- Bilingual (Spanish) preferred.
- 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.
- Experience working with hostile clients.
- Ability to assist clients regardless of sex, gender, sexual orientation, race, ethnicity, socioeconomic status, age, or disability.

**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

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

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor Signature

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Date