

Family Crisis Center, Inc.

Job Description: Shelter Advocate

General Job Duties: Oversee the safety, cleanliness and well-being of the shelter facility and the physical and safety needs of Shelter clients.

Essential Duties and Responsibilities:

1. Greet new clients at the shelter and/or arrange for transportation to the shelter.
2. Interview new clients and complete intake forms
3. Document activities of clients according to FCC Policies and Procedures.
4. Monitor client interactions with peers and intervene in problem situations according to FCC Policy and Procedures.
5. Assist clients in accomplishing shared household duties and oversee order and cleanliness of shelter.
6. Hold client support group sessions.
7. Answer hotline crisis calls as needed according to procedures.
8. Distribute medications stored for safety and as requested by client and document distribution.
9. Assist as needed in preparation of client meals.
10. Distribute clothing, hygiene supplies, diapers, etc. as needed.
11. Communicate with volunteers, law enforcement and service agencies regarding clients as needed.
12. Transport clients as needed.
13. Insure safety of clients by monitoring household policies, securing doors, setting alarms, etc.
14. Attend required trainings including, but not limited to CPR classes and Advocate trainings.
15. Arrange for substitute shelter advocate coverage in the event of needed schedule changes.
16. Participate in or execute other projects as assigned by Shelter Director or Executive Director.
17. Maintain strict confidentiality of client, staff, Board and administrative matters. Act as the agency's ambassador: always edify agency, staff and Board to enhance and promote its positive image in the community, the State and among peer agencies.
18. Maintain knowledge of Shelter and Agency Policies and Procedures and promote adherence. Promote positive resolutions of problems as they arise.

Qualifications:

1. Must be 21 years or older.
2. If a survivor of domestic abuse, must have been in recovery for no less than 3 years.
3. Must have good communication skills and a caring attitude.
4. Must have good math skills.

5. Must have 3 references.
6. Must have a background check with no criminal record other than minor traffic violations.