

**Domestic Violence Shelter Advocate:**

*Responsible for teaching and role modeling acceptable social skills to clientele, the purpose of which is to facilitate re-integrating into the community. This position spends at least 80% of total working hours providing direct support and service to clients of the Domestic Violence program for the purposes of assisting them in building independent living skills so they can live safely on their own, or in the least restrictive environment possible.*

**Supervisor:** DV Net Shelter Advocate Coordinator

**Education/Qualifications:**

- Associates Degree in Human Services preferred; minimum High School Diploma or GED required, and 1-year relevant experience working with victims of domestic violence. (*Relevant work experience could include volunteer work experience with victims of domestic violence and/or in the direct provision of human services.*)
- Twelve hours of training may be substituted for one year of relevant work experience in the topics of: 1.) The dynamics of family violence; 2.) Child abuse reporting requirements; 3.) Confidentiality issues; 4.) Legal remedies; and 5.) Community resources and services. Six hours of training will be equivalent to six months of work
- Strong oral and written communication skills
- Working knowledge of basic computer software, Microsoft Word, Excel and Outlook
- Valid driver's license, acceptable driving record.

**Key Job Functions:**

- Conduct client admissions and discharges, in keeping with agency and DV program protocol; complete all necessary forms and documentation associated with these processes.
- Upon admission, begin discharge planning with clients by ascertaining client's desired housing level and current level of functioning.
- Meet regularly with clients on an individual basis to discuss the problems they encounter and the challenges they face in meeting their goals, develop strategies to deal with these challenges and resolve problems.
- Teach the dynamics of domestic violence to assist the client to break free from the abusive situation.
- Serve as a positive role model for the clients. All interactions will be conducted in a positive and professional manner.
- Maintain complete, accurate and confidential client records and statistical data of service provision.
- Responsible for the cleanliness and upkeep of the residence by personally performing daily, weekly, monthly cleaning.
- Provide follow-up services to nonresidential families as the need related to domestic abuse; assure smooth linkage to service providers.
- Establish and maintain a working relationship with service providers to assure basic needs of clients are met.
- Interact with various authorities and professionals on behalf of the client, all in accordance with HIPAA guidelines and agency policy. Make available a full range of services to include transportation, 24 hr. crisis outreach services, case management, service linkages, apartment searches, set-up and household moves, client advocacy, landlord negotiations, support groups.
- Represent the program and the client's interest at the Domestic Abuse Review Team (DART), as assigned.
- Work with victims to complete reporting surveys regarding the interagency response to domestic violence and present findings at DART or other review team meetings.
- Act as a liaison between victims, the intervention system and interagency review groups.
- Assists with facilitation of weekly support groups.

### **Key Job Functions - continued:**

- Communicate to residents all safety/security procedures and assist with fire drills and safety inspections as assigned.
- Assist with childcare responsibilities as necessary. Plans and leads recreational activities for the children of clients. Maintains children recreational/program area, supplies, and is responsible for safety of equipment and environment.

### **Arbor Housing and Development Expectations:**

- Report to work on time and work your scheduled shift, except in cases of emergency.
- In the case of an emergency, contact your immediate supervisor and/or on call designee for guidance.
- Stay at the work site until a replacement arrives at no time will a congregate care community residence program be left unstaffed.
- Adhere to AHD and Personnel Policy Manual as it pertains to Employee/Client boundary policy and procedure.
- Complete, clear, timely documentation
- Effectively discharge the key job functions of your job in accordance with DV rules and regulations, AHD Code of Conduct and Standard of Acceptable Behavior
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment, foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual

### **Physical Demands / Environment**

- Continuous mental, verbal and visual attention required.
- Regularly lift, move, carry, push or pull up to 25 pounds.
- Occasionally lift, move, carry push or pull up to 50 pounds.
- Frequent physical activity includes bending and reaching, standing and walking.
- Using fingers to handle or feel; reach with hands and arms.
- Frequently climb stairs; balance; stoop; kneel; and crouch.
- Noise level is moderately noisy to noisy.
- Residential Settings / Agency or Personal Vehicle.