Harmony House

JOB DESCRIPTION

Job Title: Advocate Office 2nd Shift Supervisor **Effective Date: _____**

Department: Advocate Office (AO) **Schedule: _____**

Supervisor: Advocate Office Operations Mgr **FLSA Classification: hourly, non-exempt**

ABOUT HARMONY HOUSE
Harmony House provides shelter, advocacy, and education to domestic violence survivors. In addition to our emergency shelter, prevention education, and outreach programs, Harmony House partners with the Springfield and Republic Police Departments and the Greene County Family Justice Center to support domestic violence victims as early as possible in multiple locations. We believe robust, wrap-around support services have the most impact on victims long-term, helping them to break the cycle of domestic violence for themselves and their families.

JOB SUMMARY: The Advocate Office 2nd Shift Supervisor will assist the Advocate Office Operations Mgr with the overall responsibilities, duties and procedures of the advocate office and directly supervise all second shift Advocates.

DUTIES/RESPONSIBILITIES:
All Advocate Office Shift Supervisors will supervise team members on their designated shift and fill in for coverage as needed to fulfill the following duties:

- Maintaining the security of shelter at all times; which includes monitoring cameras, viewing security doors to ensure safety of the shelter, viewing cameras at doors and gates to allow access to shelter, having visitors sign in and out upon entry into the shelter.
- Ensuring that the Advocate office is staffed at all times and coordinating with other Advocates to do so.
- Answering the phones in the Advocate Office, providing advocacy and assistance to crisis/ hotline calls, and providing callers with appropriate referrals and information.
- Assisting in crisis intervention and managing crises with callers and residents.
- Maintaining effective communication between self and the rest of shelter staff, including the maintenance coordinator and case management team.
- Completing intakes upon client arrival at shelter; familiarizing residents with shelter policies and orienting them to the shelter.
- Assisting clients with developing a safety plan upon admittance to shelter; ensuring the client knows the safety plan before leaving shelter.
- Meeting client needs including handing out medications, setting appointments within the facility, handing out emergency supplies, resolving client issue and relaying important information to the rest of the direct service team.
- Accurately completing required paperwork and data entry work in an organized and timely manner.
- Completing a shelter walk-through before every shift and at the end of the shift, assessing the condition of shelter; cleanliness, maintenance issues, shelter security or hazards in the shelter; communicating concerns to the appropriate staff and resolving issues throughout the shift.

- Assisting in training new staff and interns in the Advocate Office.
- Cleaning rooms and maintaining room turnover including minor physical labor -making all beds, sweeping, taking out trash, mopping and sanitizing rooms. These duties would be handled by Advocates in the event that the AOCA (Advocate Office Custodial Assistant) is unable to do so in a reasonable period due to time off or illness.
- Must be able to bend, push, pull and lift 25 lbs.
- Maintaining client safety and confidentiality at all times.
- Attend trainings and accrue at least 40 hours of training each year.
- Required to attend all mandatory staff meetings.
- All other duties as assigned.

Advocate Shift Supervisor Responsibilities:

- Handling hotline audits for specified shift
- Participate in rotation of on-call supervisory duties
- Act as a Safe Stays Agent while on-call or on shift (if program is active)
- Must be able to act as the on-call coverage supervisor for your shift, including approving time off, adjusting schedules, finding coverage and filling in for coverage as needed
- Handling all coordination and posting of the shift's schedule
- Communicate and adjust Team's schedule to reflect absences and adjustments
- Process and correct timesheets for specified shift's Advocate staff
- Supervise second shift advocates, including one-on-one meetings, coaching, discipline and performance reviews.
- Train new Advocates and interns in conjunction with the Advocate Office Operations Mgr, and other shift supervisors and shift trainers.
- Participate in monthly organizational meetings including: AO Meeting, AO Leadership Meeting, IDS Meeting (quarterly) and All Staff Meeting
- Conduct interviews and handle hiring processes for specified shift
- Ensure the advocate staff on specified shift complete daily chores
- Answer staff questions and provide direction and ongoing training
- Model and encourage positive and professional interactions with staff, residents, interns and volunteers
- Immediately report conflicts/ concerns to the Advocate Office Operations Mgr and provide input on possible solutions
- Work in conjunction with the Advocate Office Operations Mgr on disciplinary actions, performance reviews, team feedback and projects to improve the department

Additional Advocate Shift Supervisor Responsibilities:

- Conduct regular audits to ensure all intakes, exits, and other program paperwork handled by second shift is within grant compliance regulations
- Create the Second Shift Supervisor Manual and update annually
- Update second shift training forms quarterly or as needed
- Hold monthly shift meetings

Expected Qualities of Advocate Office Leadership:

- Quickly resolves conflicts and positively mentors staff
- Treats all employees and teammates respectfully and encourages a team atmosphere
- Supports and celebrates all staff
- Effective verbal and written communication
- Strong organizational and attention to detail skills
- Actively invested in the betterment/ improvement of themselves, their team and Harmony House
- Ensures duties are delegated fairly
- Encourages and provides input concerning growth opportunities for advocate team members
- Does not feed in to work place conflicts with staff but instead seeks to resolve conflicts and mentor staff to be successful
- Avoids cliques and treats all AO staff and Harmony House staff as part of the same team
- Shows a desire to support and celebrate all staff equally regardless of shift or department
- Remains professional and diplomatic in communication with all staff
- Is organized, efficient and diligent in completing all necessary tasks related to their position
- Shows active engagement and investment in the betterment of Harmony House as a whole
- Understands, implements and role models FFI principles and Harmony House Core Values

REQUIRED SKILLS AND ABILITIES:

- Ability to accurately type data on a computer.
- Excellent written and verbal communication skills and the ability to work effectively with survivors of domestic violence, staff, volunteers and other community organizations.
- Must be highly organized and detail oriented.
- Ability to exercise discretion for maintaining confidentiality of staff and resident's information.
- Ability to maintain meticulous records for grant audit reviews, and ensure compliance with grant regulations.
- Must be able to multi-task, prioritize and work independently as well as part of a team. These skills are so important when working in a high-traffic, crisis setting.
- Positive attitude and ability to be flexible.
- Must be able meet the above job description duties with reasonable accommodations
- Must have compassion, tolerance, and ability to assist in crisis situations.

EDUCATION AND EXPERIENCE:

- Previous experience working with domestic violence survivors or in human services preferred
- Supervisory / leadership experience preferred

SUPERVISORY RESPONSIBILITIES:

- Responsible for conducting interviews, hiring, onboarding and training of all 2nd shift Advocates
- Responsible for scheduling 2nd shift AO staff
- Responsible for approving or denying time-off requests for 2nd shift staff and finding coverage for 2nd shift staff when necessary
- Responsible for Coordinating with AOOM when other shifts are covering for one another
- Works alongside AOOM to determine and present 2nd shift staff disciplinary actions if applicable
- Conducting monthly One on Ones for all 2nd shift AO Staff
- Conducting 30,60,90 day and yearly performance reviews for all new 2nd shift AO Staff
- Participating in AO Leadership Meetings
- Responsible for keeping 2nd shift staff on-task and facilitating growth within their position
- Ensuring the AO is fully stocked, clean, and daily chores and follow ups are completed
- Responsible for updating 2nd shift training documents
- Assist in answering staff questions and providing direction
- Role model positive and professional interactions with all staff and residents
- Act as a mentor, not as a supervisor for 2nd and 3rd shift when needed
- Coach 2nd shift AO Staff through resident and staff conflicts, work alongside AOOM when conflict between shifts arise and remain neutral and solution's focused
- Direct non-2nd shift conflicts to AOOM and remain neutral
- Responsible for providing occasional last-minute shift coverage in emergency situations
- Responsible for approving, submitting and assisting in follow up for all 2nd shift staff timesheets
- Responsible for participating in the monthly Supervisory On-Call rotation
- Must provide a weekly email report of team wins and challenges + any ideas and feedback
- Advocate Office 2nd Shift Supervisor must attend:
    - AO Leadership meetings: 1 per month with AOOM, 2nd Shift Supervisor, and 3rd Shift Supervisor
    - One CM Meeting per Month (may attend via Zoom)
    - DSS Meetings via Zoom or in-person
    - IDS Meetings

PHYSICAL REQUIREMENTS:

- Performs bending, squatting, sorting, kneeling, and reaching to ground level and overhead as required for tasks as retrieving files.
- Ability to lift, grasp, carry, push, or pull up to 15 pounds.

- Ability to climb stairs while carrying objects up to 10 pounds in weight.
- Must be able to hold and grip objects.
- May be subject to sitting for long periods of time.
- Visual ability sufficient to operate a computer.
- Hearing ability sufficient to communicate in person and by telephone.
- Regularly required to sit, stand, use hands/ fingers/arms, to perform repetitive movements
- Specific vision abilities include close vision, distance vision, color vision, hand eye coordination and ability to focus
- Must be able to constantly move safely inside and outside of the building
- Ability to communicate and exchange accurate information/ ideas and respond quickly to sounds

PERSONALITY CHARACTERISTICS:

• **Conscientious:** carefully and thoroughly does their job, being very particular. Does not neglect any aspect of their job or do things carelessly. Takes pride in work.

• **Initiative**: self-motivated. Begins actions without having to be told to do so.

• **Organized:** arranges environment in a systematic manner to achieve objectives.

• **Stress Handler**: able to handle mental tensions, pressures, urgencies and important situations. Able to handle more than one important and urgent thing at a time.

• **Verbal/Nonverbal Communication**: expresses self in a positive manner and interchanges thoughts, information and feelings orally. Is considerate, courteous, respective, and well-mannered.

• **Agreeableness**: has a great deal of interest in other people, feels empathy and concern for other people, enjoys helping and contributing to the happiness of other people, assists others who are in need of help.

OTHER:

- MUST have current/valid driver's license and current/ valid motor vehicle liability insurance. Harmony House does NOT provide insurance coverage for the employee's liability while using personal autos on agency business.
- MUST pass a criminal background check.
- MUST pass a 5 panel drug test which includes marijuana.

ACKNOWLEDGEMENT: I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as described. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of the department or organization and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or HR. I understand that if I am unable to meet the requirements and exemplify the qualities necessary for this position during my first 90 days, I may be asked to resume my original position if an open position is available. Additionally, I understand that this position requires a minimum commitment of six months before I am able to apply for other roles in the organization.

_____ _____

Employee Printed Name Employee Signature / Date