JOB DESCRIPTION

Job Title: Advocate **Effective Date: _____**

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

Supervisor: Advocate Office Shift Supervisor **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:

Advocates are responsible for maintaining the Advocate Office (AO) and shelter security. The AO is staffed 24/7 and our Advocates work three main shifts: 1st shift (8 am – 4:30 pm), 2nd shift (4 pm – 12:30 am) and 3rd shift (12 am – 8:30 am)

DUTIES/RESPONSIBILITIES:

All Advocates will work closely with other team members to fulfill the following duties:

- Maintaining the security of the 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 the 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 phone 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 crisis situations with callers and residents.
- Maintaining effective communication between self and the rest of shelter staff, including the maintenance coordinator and case management teams.
- 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 handling medication, setting appointments within the facility, meeting hygiene needs, supplying cleaning supplies, resolving client issues and relaying important information to case management.

- 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 the shelter; cleanliness, maintenance issues, shelter security or hazards in the shelter; communicating concerns to the appropriate staff and resolving issues throughout the shift.
- Training volunteers and interns in the Advocate Office.
- Cleaning rooms and maintaining room turnover including minor physical labor - making all beds, taking out trash, sweeping, mopping, and sanitizing rooms.
- Maintaining client safety and confidentiality at all times.
- Complete a minimum of 40 hours of training in the areas domestic violence & confidentiality as well as training within relevant job related areas during the first year of employment and 6 hours of training per year thereafter.

- Required to attend all mandatory staff meetings.
- All other duties as assigned.

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 compliance.
- Must be able to multi-task, prioritize and work independently as well as part of a team 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 RESPONSIBILITIES:

- None

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 25 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, and 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 a 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 criminal background checks including fingerprints.
- MUST pass a 5 panel drug test including 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.

Printed Name: _____

_____ _____

Employee Signature **Date**