

SAFENET SERVICES, INC

JOB DESCRIPTION

POSITION: **RESIDENT ADVOCATE (Shelter/Crisis Line)**

SUPERVISOR: Shelter Team Leader
The Executive Director shall handle any unresolved complaints of the staff after the staff have discussed issues with the Team Leader.

QUALIFICATIONS: High School Diploma or Equivalent
Compassion, empathy, and understanding
Ability to work with and without direct supervision
A team player
Complete 30 hours of orientation training

JOB DESCRIPTION:

- Part-time: Working no more than 32 hours a week
- Working closely with Residents to assist them to obtain their goals
- Trauma-Informed Compassionate care is to be utilized in all interactions
- Uphold Safenet Services' mission to create a safe, supportive, healthy environment for those healing from the consequences of domestic violence, sexual assault, and stalking
- Work closely with residents to assist them to obtain their goals
- Maintain a safe, peaceful, and harmonious shelter environment
- Continuous on the job training
- Willing to work any of the following shifts: 7am-3pm, 3pm-11pm, 11pm-7am

RESPONSIBILITIES:

1. To answer the Crisis Line at the Shelter and fill out the log. Also the Crisis Call Guide and Lethality Assessment when applicable.
2. To greet and complete Intake when new residents (and their children) arrive at the Shelter.
3. To follow Victim Services Ethical Standards
4. To provide transportation for shelter residents **MUST HAVE A VALID DRIVER'S LICENSE**
5. To sustain staffing for the shelter & crisis line 24/7
6. To maintain a safe, peaceful, and harmonious environment
7. To assist in the organization and cleanliness of the shelter

8. To attend staff meetings, workshops, and conferences at the request of the agency
9. To work with or without supervision
10. To work and communicate as a team
11. To participate in continuous on the job training