

SAVING GRACE JOB DESCRIPTION

POSITION: Overnight Weekend Shelter Support Advocate
REPORTS TO: Shelter Manager
STATUS: Non-exempt
OBJECTIVE: Direct Service
WAGE: \$18.50 an hour depending on experience which includes \$1.00/hr shift differential, plus generous benefit package



DUTIES

Responsibilities include but are not limited to:

DIRECT SERVICE:

1. Provide direct services to intimate partner violence, sexual assault, stalking and human trafficking survivors as needed: sheltering, food & clothing, crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, transportation, emergency assistance, legal advocacy, mentoring, life skills education, and information and referrals.
2. Provide direct services to Lethality Assessment Program-referred clients: crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, sheltering, support groups, transportation, emergency assistance, legal and other advocacy, and information and referrals.
3. Answer helpline frequently and office phones as needed.
4. Network and advocate for survivors' needs with other community agencies.
5. Assist survivors in seeking crime victim compensation benefits.

ADMINISTRATION:

1. Keep accurate statistical records of services provided.
2. Provide assistance with grants and statistical reports, as required.
3. Develop and/or acquire resource materials.
4. Maintain office appearance and upkeep.

COMMUNITY RELATIONS

1. Provide education to community members and partners as needed.
2. Model agency mission and philosophy.
3. Coordinate any public relations activities with Shelter Manager.

VOLUNTEERS:

1. Supervise volunteers providing direct and support services.
2. Assist with volunteer recruitment, recognition and training in conjunction with the Volunteer Program Coordinator.

OTHER DUTIES:

1. Attend Saving Grace staff and team meetings.
2. Attend additional educational opportunities, as needed or requested.

3. Assist with special projects as assigned.



QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One to two years working in family or intimate partner violence, anti-oppression, child development or related social services experience and/or training; related Bachelor's degree (B. A.) from four-year college or university; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of clients, volunteers, co-workers, collaborative agencies, and the general public. Bilingual (Spanish) strongly preferred.

REASONING ABILITY

Ability to solve complex problems, respond quickly in crisis and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in writing, orally, or by diagram.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear while communicating verbally with individuals in person or on the telephone. The employee frequently is required to sit while doing peer counsels or taking hotline calls. The employee is occasionally required to stand; walk; use hands; reach with hands and arms; climb or balance; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 50 pounds of equipment and/or supplies. Specific vision abilities required by this job for driving and computer work include: close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate, as exists in a typical business place with ringing phones, many people speaking at once, copiers, fax machines and printers.

WORKING CONDITIONS

Involves exposure to violence, often including graphic descriptions of heinous crimes against children and adults. The employee must work weekends with a few hours during the week and occasional holidays.



INTERPERSONAL

Ability to communicate professionally and effectively, act professionally and ethically at all times and maintain positive and productive working relationships with colleagues. Well-organized, flexible, and able to function independently. Ability to maintain a non-judgmental attitude when working with others whose values and beliefs may be in contrast to the advocate's values and beliefs, maintain confidentiality, be able to function under stressful conditions, be able to work independently, consistently demonstrate effective listening skills and common sense. Tolerant of frequent interruptions. Must demonstrate a courteous, caring and understanding attitude towards clients, co-workers, visitors, other agencies' personnel, and volunteers.

PREREQUISITES

1. Ability to work with a broad range of people from diverse backgrounds and life experiences.
2. Flexibility and sense of humor.
3. Ability to organize program details.
4. Ability to work under stress and respond effectively to crisis situations.
5. Ability to demonstrate initiative and handle a diverse workload.
6. Good problem solving skills.
7. Reliable, responsible, energetic.
8. Ability to practice and demonstrate good self-care to address job stress.
9. Proficiency on appropriate software and Internet.

REQUIRED FOR HIRE

1. Complete Saving Grace 40-hour training.
2. Pass criminal background check, other background checks as required.
3. Sign binding confidentiality agreement.
4. Valid Oregon Driver's License.

Saving Grace provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, gender, sexual orientation, national origin, age, (dis)ability or genetics. In addition to federal law requirements, Saving Grace complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities.