

MID CENTRAL COMMUNITY ACTION, INC.
JOB DESCRIPTION

Job Title: Residential Advocate-CDV

Position Level: 2, Part-time, hourly, non-exempt

Supervision Received: Residential Services Coordinator

Supervision Given: None

Job Summary: Responsible for providing quality services to residential families and hotline callers

General Job Duties:

- Maintain confidentiality of all client information
- Provide quality services to NH residents and hotline callers, including but not limited to, crisis counseling, safety planning, emotional support, IDVA advocacy
- Complete intakes for clients seeking CDV services (as needed)
- Assist in determining NH eligibility and length of stay in conjunction with CDV team
- Provide an age-appropriate shelter orientation for NH adult and child residents, including but not limited to, security/safety procedures and normalization of family services
- Assist in completing assessments and creating/updating service plans (as needed)
- Assist in ensuring the documented progression of services needed and received
- Complete RA shift duty list (including shelter checks)
- Assist in providing a safe, nurturing NH environment, assist with communal living issues
- Provide dv education and parenting skills assistance (as applicable) to residential clients
- Offer cellular phones to victims as needed
- Work with other social service agencies to provide assistance for domestic violence victims
- Complete service logs and all necessary documentation during shift, complete self-check
- Request completion of departure surveys by residential clients
- Participate in internal and external meetings as requested
- Participate in the appreciative inquiry process & adhere to the Gossip Free Zone
- Assist with public awareness activities (re: DV Awareness Month, etc.)
- Assist with clerical projects, shelter maintenance, donation management as time permits
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency

Job Qualifications:

Physical Requirements: Ability to lift children up to age 4, climb stairs, and perform necessary shift duties

Educational Requirements: Associate's Degree or related work/volunteer experience

Specific Skills: Dedication and commitment to victims/survivors of domestic violence; ability to demonstrate effective client service delivery with sensitivity ; ability to demonstrate effective written and verbal communication skills; ability to handle stressful, crisis situations utilizing sound judgment; ability to work in a team environment to ensure 24/7 coverage for NH. Must be available to cover holidays as needed.

Other: Driver's license and suitable transportation; working phone

1/2016