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Department: Shelter

Status: Full Time

Supervisor: Shelter Manager

Approved by: Caedy Minoletti, ED

Position Title: Client Advocate

Mandated Reporter: Yes

Salary Range: \$17.00 to \$18.00/hour

Date approved: 06/10/2022

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**Position Summary:**

Responsible for the day-to-day operation, and security of OSP's Sierra Center Residence. This position functions as a supportive member of the shelter team which includes providing crisis intervention and advocacy to men, women, and children in residence and over the phone as well as transportation, personal advocacy, case management, and community referrals. Specialize in completing entries and exits to residence and ensure all paperwork is complete.

**Essential Job Duties:**

- Ensure the security of the housing facility during shift.
- Ensure all clients are on-campus, safe and accounted for nightly.
- Maintain high visibility and availability throughout residence. Initiate contact and interact with guests providing them information, education, peer counseling and shelter rules.
- Answer business phones, relay messages to residents, provide information about OSP services to the general public calling after hours. Answer crisis calls, provide crisis counseling and referrals as needed.
- Maintain accurate client records, ensure client files are completed, and that all statistical information is entered into database.
- Work with Case Manager to assist with individualized case plans.
- Maintain and enforce residence rules using a trauma informed approach.
- Assist with maintenance of facility including cleaning and preparing rooms for new residents.
- Assist clients with cooking, chores, paperwork, etc. as needed. Share knowledge regarding life skills and budgeting as needed.
- Maintain communication with the Client Services Director and keep current on crisis line information through attendance of crisis line meetings.
- Respond to requests for on-site domestic violence/sexual assault advocacy and accompaniment when requested.
- Answer business phones i.e., relay messages to residents, provide information about OSP services to the general public calling after hours.
- Answer crisis calls, as necessary, provide crisis counseling and referrals and assist volunteer crisis line advocates with victims seeking services through the 24-hour crisis line.
- Reinforce, affirm, and model positive parenting techniques for parents and their children; this includes direct contact and supervision of children.

- Ensure that residents of all ages are provided with a safe, therapeutic environment for healing, recovery, and growth by adhering to department philosophy and procedures at all times.
- Document Client status in an End of Day email for the end of each shift
- Other related duties as assigned

**General Duties Required:**

- Attend and participate in staff meeting and in-service trainings, as required
- Willingness to become familiar with, and implement OSP operating principles in daily interactions with clients, staff and volunteers
- Represent the Agency appropriately in both dress and manner
- Keep accurate records of hours and submit time sheet at the end of each pay period
- Capacity to balance and provide self-care, while meeting the demands of the agency
- Maintain the confidentiality of One SAFE Place client information, and internal business.
- Maintain accurate records and documentation of all case notes, narratives, services provided, statistics, etc. to ensure that accurate client records are available in hardcopy and OSP's client database at all times.
- Maintain a working knowledge of community resources for adults, teens, and children.
- Work closely with all Residence and Client Services staff to provide comprehensive services to all clients.
- Provide back-up support for all Residence staff and clients as needed and enforce Residence rules at all times.
- Work a minimum of 2 shifts per month on the Crisis Hotline rotation.
- Attend, participate in, and/or facilitate presentations and other outreach activities, as assigned by Supervisor.

**Skills Required:**

- Satisfactory completion of One Safe Place's 66-hour domestic violence and sexual assault crisis intervention training course as well as on-going completion of continuing education units to maintain status as a recognized domestic violence and sexual assault counselor.
- Working knowledge of technical skills required to perform job functions well, including but not limited to ability to perform data entry, use Microsoft Office Suite, and create content for social media and website publication.
- Strong and effective communication skills, including ability to speak effectively in public and facilitate group discussions
- Ability to work with minimum supervision and as a team member
- Ability to maintain good rapport with staff, board members, volunteers, and donors
- Knowledge and support of issues as described in OSP's Mission Statement
- Knowledge of domestic violence and sexual assault dynamics.
- Valid California driver's license and certificate of insurance.
- Access to reliable transportation.
- Ability to pass a background investigation (fingerprinting) and pre-employment drug testing.
- Ability to sit and stand for prolonged periods of time, reach, twist, use hands/fingers to handle or feel office machinery, lift, carry, push, or pull materials and objects up to 30 lbs. as necessary to perform job functions.

### Qualifications:

- Demonstrated experience working with children and adults in educational settings.
- Demonstrated ability to facilitate group discussions and present publicly to small and large groups.
- Willingness and ability to maintain appropriate boundaries with clients, staff, board members, and volunteers.
- Willingness and ability to practice self-care as a necessary component of successful completion of job functions.
- Excellent written and oral communication skills, including ability to assist with grant research, writing, and reporting as needed.
- Demonstrated professionalism, initiative, and time management skills as needed to work effectively individually, with minimal supervision, and as a member of a team and organization.

### ADA Job Characteristics

Work environment is primarily in an office setting. Local travel (driving) may be required to attend off-site meetings, as needed. Lift and carry 25 lbs., extend both arms above the head and/or reach below the waist, stoop, squat, crawl, bend the back or open lower-level filing drawers, or to retrieve stored items, climb a ladder or stairs, or use an elevator. Sit frequently and/or stand when filing, using copier, etc. Use fine manipulation (hands and wrist) to operate a keyboard, take notes; utilize desk calculator, file and copy documents. Corrected vision to normal range. Speak in normal vocal tone and range and communicate clearly and concisely to others. Apply normal reasoning and detail as required in the accomplishment of job duties.

### Core Competencies:

- **Mission:** Accepts and demonstrates One SAFE Place's mission and vision is to provide intervention and safety to a community affected by domestic and sexual abuse. Our vision is a community free of domestic and sexual abuse. We will do this by committing to serve the community with Integrity, Excellence, Compassion, Teamwork, and Respect.
- **Collaboration:** Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Build rapport and relates well to others. Seeks first to understand the other person's point of view and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively and takes initiative to assist in developing others.
- **Operational Effectiveness:** Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better working environment. Establishes goals, clarifies tasks, plans work, and actively participates in meetings. Follows budgeting policies and procedures and reports all financial irregularities immediately. Strives to meet or exceed personal and agency goals.
- **Personal Growth:** Pursues self-development that enhances job performance. Demonstrates an openness to change and seeks opportunities in the change process. Accurately assesses personal feelings, strengths, and limitations, and how they impact relationships. Has functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

*Please note that One SAFE Place serves survivors of all genders. If you are also a survivor, we trust that you are in a place of personal healing where you can remain client-focused and manage personal challenges that may arise. You are always encouraged to check in with the director and your supervisor as needed for additional support.*

One Safe Place is an At-Will Employer  
One Safe Place is an Equal Opportunity Employer

Signature: \_\_\_\_\_ Date: \_\_\_\_\_