



POSITION DESCRIPTION
RESIDENTIAL SERVICES FAMILY ADVOCATE

Position: Residential Services Family Advocate

Department/Location: Esperanza Residential Shelter

Supervisors: Director/Assistant Director or Manager of Residential Services

FLSA Status: Non-Exempt

Approved:

Date:

POSITION SUMMARY

The Residential Services Family Advocate is responsible for providing trauma-informed case management and advocacy services to shelter residents who are survivors of relationship violence, stalking, sexual assault and human trafficking. Shift duties include: monitor the safety of the shelter property; answer crisis calls; assess and triage crises situations; assess needs of clients and address appropriately; support the daily operations of the shelter; participate in daily client staffing and documentation; perform client intakes, assessments and safety planning; client centered advocacy and case management with a focus on client identified goals; daily progress notes; mediate conflicts between residents; model healthy boundaries and communication, as well as, actively participate in your own self-care to manage stress and build resiliency against secondary trauma.

DUTIES/RESPONSIBILITIES

Shelter Operation Duties:

- Maintain security of shelter property by monitoring entry and exit of all persons, complete house security checks, monitor security cameras and call law enforcement when necessary.
- To take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents in conjunction with the On-call Advocate.
- Read and write shift communication logs, as well as, participate in daily client staffing.
- Monitor resident chores and if necessary perform routine chores and cleaning tasks with clients.
- Maintain cleanliness of shelter offices, client rooms and entire internal facility. Cleaning may include but is not limited to; sweeping and mopping floors, laundry and emptying office trash.
- Maintain organized supply closet, stock supplies and reorder when necessary.
- Submit work maintenance orders as needed.
- Assist with the daily living needs of shelter residents, including access to phone, computer, cleaning supplies, community food, clothes and personal care items.

Case Management Duties

- Complete intake interview, make needed referrals and obtain ROIs (release of information).
- Carry a caseload offering residents advocacy, support and referrals related to goals.
- Monitor resident's progress on goals through regular weekly (at minimum) sessions.

- Conducts assessments every 30-days and enters data into Osnium.
- Maintain client records by writing daily progress notes.
- Conduct client discharge interviews by reviewing discharge plans, coordinating discharge and post-discharge requirements, safety planning, administering exit survey and providing resource referrals.

Advocacy Duties

- Answer crisis calls and determine eligibility/space availability, determine special needs (e.g. children, service dogs, disabilities), look up and/or add client to database, safety plan, arrange transport or referral to other shelter. If needed provide DV 101 education, referral and support.
- Conduct intakes with new residents and assign room, linens, locker, pantry/refrigerator space.
- Conduct ongoing as needed interventions, safety planning, counseling, advocacy, parenting support, information, and referrals.
- Model and actively promote positive, nurturing interactions between residents in shelter. Facilitate cooperative living, peer support, and residents' participation in shelter programming.
- Communicates shelter guidelines to residents as outlined in the shelter handbook. Promptly address difficulties or problems that arise in conjunction with the shelter Managers and other Advocates.
- Model non-violent conflict resolution and use non-violent forms of guidance. Write Corrective Action Plans within 24 hours of occurrence and submit to Managers for review.
- Prepare Incident Reports within 24 hours and submit to Managers for review.
- Clean/sanitize rooms after clients exit. Assist with packing client belongings as needed and ensure Esperanza property was logged and all accounted for on survey log sheet.

General Duties

- Maintain confidentiality of shelter location and residents at all times.
- Interact with shelter residents and staff utilizing a trauma-informed approach.
- Maintain professional boundaries.
- Adhere to all agency policies and procedures.
- Report child or elder abuse to #SAFE (#7233).
- Use the interpreter language line when necessary.
- Responsible for self-care by maintaining and promoting one's health, well-being and development to meet everyday challenges and stressors with energy, vitality and self-confidence.
- Participate in educational opportunities; read professional publications; maintain personal networks; participate in professional organizations.
- Attend mandatory shelter advocate meetings on a bi-weekly basis. Attend other meetings and trainings as required by CYFD, Shelter Managers or the Executive Director.
- Maintain client files, agency files, statistics, forms, and other record keeping as required. All paperwork should be completed by the end of each shift.
- Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.
- Assigned overnight crisis hotline during the week.

COMPETENCIES

- Knowledgeable of the ways in which working with people who have experienced trauma, domestic violence and sexual assault can impact employees through secondary trauma. Proactively work to build resilience to the effects of secondary trauma/compassion fatigue by seeking supervision when common signs are present.
- As an employee you are expected to engage in reflective supervision and actively examine how this work impacts you and how you impact both residents and co-workers.
- Knowledge of counseling and advocacy techniques for people who have been victims of domestic violence, including crisis intervention and case management skills.
- Knowledge in human services, community agencies or other related nonprofit or social change organizations.
- Must work well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled.
- Awareness of relationship violence, child abuse, stalking, and sexual abuse and assault.
- Ability to work independently and make sound judgements.
- Ability to work with families in crisis from various cultures and backgrounds.
- Ability to provide professional services at all times to promotes a respectful environment for the clients.

SHARED RESPONSIBILITIES

As a requirement of their employment, all Esperanza employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Esperanza Shelter, Inc.
- Support excellence in our client, participant and customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Work collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
- Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis.
- Adhere to all company policies, procedures, work rules, guidelines and participate in trainings.
- Practice good stewardship of Esperanza property and follow policy.
- Act in a professional manner at all times and function from **integrity, honesty** and **loyalty** in all activities concerning Esperanza.

Required Competencies:

To perform the job successfully, an individual should demonstrate the following competence in executing the essential functions of this position.

- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – maintain confidentiality, remain open to others' ideas and exhibit a willingness to try new approaches.
- Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations.
- Written communications – able to write clearly and complete required reports with good grammar.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.

- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes or chaos in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Thrives in fast-paced, intense and unpredictable environments.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

MINIMUM QUALIFICATIONS

- A Bachelor's Degree in human services, crisis management or related field or equivalent work or volunteer experience and training preferred.
- A minimum of four years' experience, training in related field.
- Excellent oral and written communication skills.
- Proficient in MS Office Suite and general computer skills.
- Training in Osnium electronic health record database preferred.
- Bilingual (Spanish/English or Tewa/English or ASL/English) preferred.
- Must obtain and maintain CPR/First Aid Certification.
- Must pass a CYFD background check fingerprinting.
- Must clear a TB test.
- Must be willing to work various shifts that include, holidays, evenings, and weekends.
- Must possess a valid NM Driver's License.
- Ability to lift up to 50 lbs.
- Knowledge in lifting and carrying children properly and safely.
- This is a safety sensitive position.
- Fluent in speaking, reading and writing Spanish preferred.

Esperanza Shelter (www.esperanzashelter.org) has served Santa Fe County, The Eight Northern Pueblos and three Pueblos south of the City for over forty years. Esperanza opened its doors at a time when the concept of helping a woman leave an abusive situation was unique and contrary to domestic and religious cultural norms. The majority of the survivors that rely on Esperanza's services are still women and children, although some victims of abuse are men. Domestic abuse does not discriminate. Violence and other forms of abuse exist in intimate partner relationships across all socio-economic boundaries and within our LGBTQ community.

Today, Esperanza continues to provide secure shelter as well as prevention education, community outreach, advocacy, counseling, therapy, life skills and group support both in shelter and in nonresidential programs. Our court ordered Path to Peace program is also an important component of services. More than 90% of our participants who use violence either witnessed or experienced abuse as children. Through individual and group counseling, Esperanza helps these participants to stop the behaviors of power, coercion and control.

AGENCY VALUES

Respect – We respect colleagues and participants through words and actions. We handle conflict directly through respectful dialog.

Compassion/Empathy – We approach each other with kindness, compassion, empathy and curiosity even if we do not understand another's actions or words.

Collaboration/Teamwork – We collaborate and think about how our actions may affect the team. When possible, we approach projects as a team and make space for all voices to inform decision-making.

Accessible, Culturally Responsive and Trauma-Informed – We commit to creating environments, policies, program services, staff competency and educational outreach which embody these principles.

Social Justice – We seek to understand the day-to-day impact of unconscious bias, micro-aggression, historical trauma/oppression and how it impacts marginalized groups in our society. We do our best to identify our own biases and privilege while promoting social equity.

Community Connection/Collaboration – We value and support our community partners through collaboration, sharing of resources and supporting their missions.

Transparency – We are committed to open dialog about our policies, benefits, compensation, grant management, fiscal management, service delivery outcomes, lessons learned and strategic road map.

Authenticity/Integrity – We believe authentic relationships provide safe spaces to heal trauma. We believe that both individual and organizational integrity are critical to our continued success.

EMPLOYEE ACCEPTANCE:

- By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also been given access to a print and/or electronic copy of Esperanza Shelter's Employment Policy Manual, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
- I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
- I understand that neither the Board of Directors nor management of Esperanza Shelter, Inc. can guarantee my employment, and that Esperanza can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion in order to meet business needs of Esperanza.
- I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. In order to meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by Esperanza.
- I acknowledge that Esperanza also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done in order to meet the business needs of Esperanza.
- I also certify by my signature below that I am able to perform the essential functions of this Job Description either with or without a reasonable accommodation. I further acknowledge that this Job Description does not constitute a written or implied contract of employment with Esperanza.

- Accepted by:

Employee Signature *Date*

Print Employee Name

- Witnessed by:

Esperanza Representative Signature *Date*

Print Esperanza Representative Name and Job Title