

**POSITION:** Shelter Advocate, Floater  
**DEPARTMENT:** Shelter  
**REPORTS TO:** Shelter Mgr/Residential Director

**Status:** Non-exempt  
**Hours:** 35 (day shift M-F)

**Scope of Work:** The shelter advocate staff provides a safe and supportive environment for the clients in the shelter program, as needed, during the absence of regularly scheduled shelter staff. This position supports shelter mission goals and is an integral part of the continuation of services for survivors in the shelter program. **The Advocate staff's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

**Primary Duties:**

- Acts as a backup to Caseworkers as needed at both shelters.
- Provides hotline coverage.
- Responds to basic living needs of clients
- Prepares rooms for incoming clients.
- Responsible to act as backup for meal planning with clients, including maintaining client receipts. Coordinates and/or provides transportation for incoming or departing clients to and from the drop-off point.
- Assists clients and their children in their adjustment to shelter life.
- Ensures maintenance of shelter rules and protocol.
- Maintains communication with shelter-based staff via staff log and/or telephone/e-mail contact as appropriate.
- Maintains client and shelter documentation
- Other responsibilities as required or assigned by the Director and/or Senior Management.
- Participate in On-call Rotation for shelter.

**Skills and Ability:**

- Ability to communicate effectively.
- Sensitivity to multicultural issues.
- Strong interpersonal, organizational, and prioritizing skills.
- Self-motivated, self-reliant, dependable
- Ability to work in a team-oriented environment.
- Demonstrates maturity, self-awareness and initiative.
- Flexibility of time/scheduling
- Valid driver's license and dependable transportation.
- Basic computer skills and capable of skill building is preferred.

**Education & Experience:**

- High School diploma or GED, some college ideal.
- Familiarity/understanding of domestic violence and sexual assault issues preferred
- Bilingual preferred

At New Hope we celebrate diversity and are committed to creating an inclusive environment for all employees. We strive to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals living with disabilities.

New Hope's goal is to increase representation of women, people of color, LGBTQIA+, veterans and persons living with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.