

### **Resource Advocate**

*Full time, 40 hours/week, Monday-Friday 8am-4pm with the flexibility to work after hours programming when needed. Days and Hours subject to change to meet client needs.*

### **Position Summary:**

The Resource Advocate's role is to provide immediate advocacy to clients as it presents. This includes assisting all programs at the Resource Center; working at the front desk in the Client Coordinator role, providing crisis intervention when a legal advocate is unavailable, assisting clients as directed by the Self-Sufficiency coordinator, meeting needs of the Children's program and helping clients with their self-identified needs. In addition, provide advocacy for clients in the community as they navigate resources that will assist them in living free from violence.

### **Essential Functions:**

- 🔥 Complete intakes and needs assessments to assist clients in connecting to all appropriate services at the Resource Center and in the community
- 🔥 Attend arraignment when available to provide information and support to victims who are there
- 🔥 Safety plan with clients and assist Legal Advocacy Program when needed
- 🔥 Conduct jail visits, home visits, and hospital visits for domestic violence victims
- 🔥 Attend Family Court, Child Support and other court hearings with clients as requested
- 🔥 Facilitate women's education/support groups in the St. Louis County Jail and Empowerment and Educational Empowerment when needed
- 🔥 Attend meetings/appointments off-site with clients and provide transportation when needed
- 🔥 Greet clients and walk-ins at the Resource Center, and answer hotline calls
- 🔥 Assist in coordinating and facilitating Wellness Day
- 🔥 Keep accurate records on each client served with the Apricot database
- 🔥 Familiarize clients with Resource Center by informing them of services and orientating them to the space
- 🔥 Offer client stability- be a go to person for client needs
- 🔥 Provide post separation support and assistance finding necessary services
- 🔥 Effectively respond to crisis situations and function well under pressure
- 🔥 Give each client information about all the available education/support groups and encourage her to attend
- 🔥 Maintain Resource Center security at all times and attend to the needs of the Resource Center Space
- 🔥 Impeccable ability to follow through with assigned, and/or self-directed tasks
- 🔥 Ability to be warm, friendly, positive and approachable
- 🔥 Access to a safe vehicle to use for work, a driver's license and insurance coverage (liability limits required by Safe Haven)
- 🔥 employ strong ethical values
- 🔥 prepare organized, thoughtful reports on a regular basis as determined by Supervisor
- 🔥 read and communicate through email and other means with all other Safe Haven employees on a daily basis, and other agencies as necessary
- 🔥 maintain professional boundaries with co-workers
- 🔥 demonstrate consistency and dependability in regard to work hours
- 🔥 accept cultural, racial, religious, affectional orientation, economic differences between people
- 🔥 Other duties as assigned and as the position evolves

### **Other Responsibilities:**

- 🔥 Attend all required meetings and trainings
- 🔥 Adhere to agency personnel policies
- 🔥 Ability to physically attend to the various needs of the Resource Center

**Education, Experience and Skills Required:**

Knowledge of and/or experience working with people from diverse groups

Strong Computer skills (word processing, data entry, spread sheets)

Strong verbal and writing skills, interpersonal skills, organizational skills and problem solving skills

Ability to be self directed and motivated

Ability to read, write, speak and understand English fluently

Understanding of the dynamics of domestic violence

Survivors of domestic violence\*, women of color, LGBTQ, and people of other underrepresented subcultures in our community are encouraged to apply!

*\*If you have been a Safe Haven client, we request that you pursue employment with our agency no less than one year after the date of your departure.*

Safe Haven's '**Employment Application**' can be found on our website: [www.safehavenshelter.org](http://www.safehavenshelter.org)

*Safe Haven Shelter and Resource Center does not discriminate on the basis of race, color, creed, national origin, religion, sex, affectional orientation or gender identity, political affiliation, marital status, status with respect to public assistance, disability, or age in the delivery of services or employment practices.*