

If interested in being considered for this position, please submit your cover letter and resume to Molly Smith [msmith@safehavenshelter.org](mailto:msmith@safehavenshelter.org)



## Transitional Support Advocate

Full-time \$18.50/hour

Schedule will include a variety of shifts to meet the needs of clients served by Safe Haven's Shelter and Resource Center.

### Position Summary

Provide one on one advocacy, assist in transitional support, information, and referrals for clients in the shelter and in the community, and attend to the needs of the shelter as directed by the Shelter Advocacy Supervisor(s) and Shelter Manager.

### Essential Functions

Commitment to Safe Haven's Core Values and other duties as assigned:

#### ***Empowerment: Creating independence through education, respect and awareness by putting the needs of the survivors and their children first.***

- ✦ provide a one on one weekly meetings with all shelter guests utilizing shelter and extended shelter program
- ✦ coordinate and schedule meetings with and on behalf of shelter guests for housing, health and self-sufficiency related needs within our community
- ✦ assist clients in goal-setting (short/long term)
- ✦ attend community meetings specific to homelessness and housing, as well as other meetings that affect survivors as assigned by Shelter Supervisor(s) and/or Shelter Manager
- ✦ educate clients about domestic violence one-to-one
- ✦ design, implement and lead a support group(s) for shelter guests in shelter
- ✦ bring clients to, and assist them during appointments such as medical, employment, housing or other appointments important to achieving their goals
- ✦ support and assist in self-sufficiency in shelter guests needs
- ✦ maintain all client self-sufficiency records / needs
- ✦ provide follow up advocacy for all individuals that utilize shelter and extended stay shelter
- ✦ all other duties assigned by Shelter Supervisor(s) and/or Shelter manager

#### ***Safety: Striving to overcome fear and create a safe environment for all.***

- ✦ maintain professional boundaries with all clients
- ✦ effectively respond to crisis situations and function well under pressure
- ✦ evaluate requests for shelter following Safe Haven's criteria for admittance
- ✦ complete intake paperwork and orientate each survivor upon their arrival at Safe Haven
- ✦ provide an individualized safety plan for all shelter guests
- ✦ maintain shelter security at all times
- ✦ comply with MN Mandated Reporting Statute
- ✦ respond effectively to domestic assault arrest calls and law enforcement follow up calls
- ✦ lift and carry small children (up to 30 pounds)
- ✦ ability to physically attend to the various needs of the shelter
- ✦ ability to climb a flight of stairs

#### ***Equality: Working toward justice and shared power.***

- ✦ assist clients in completing public benefit applications, housing and employment applications and other forms
- ✦ follow through and follow up with referrals for housing, medical assistance, public benefits, ARHMS, etc.
- ✦ employ strong ethical values
- ✦ work supportively and empathically with survivors and their children
- ✦ role model positive behavior, interactions, conflict resolution etc. for our clients and the community

If interested in being considered for this position, please submit your cover letter and resume to Molly Smith [msmith@safehavenshelter.org](mailto:msmith@safehavenshelter.org)



***Teamwork: Collaborating with trust, integrity, passion and competence to reach our goals.***

- ✦ maintain professional boundaries with co-workers
- ✦ maintain up-to-date records, individual files, logs, and all other necessary forms including recording statistics and keeping electronic files in the Apricot data tracking system used agency-wide
- ✦ attend all weekly staff meetings and additional trainings as assigned by the Shelter Supervisor(s) and or Shelter Manager
- ✦ read and communicate through email and other means with all other Safe Haven employees on a daily basis, and other agencies as necessary
- ✦ adhere to agency Personnel Policies and procedures defined in the Advocacy Handbook
- ✦ exercise computer skills including, but not limited to, word processing, data entry, spreadsheets and email
- ✦ ability to fill a variety of shifts which may include evenings, nights and weekends
- ✦ demonstrate consistency and dependability in regard to scheduled shifts and/or work hours
- ✦ impeccable ability to follow through with assigned, and/or self-directed tasks
- ✦ offer creative suggestions for improvement, growth and/or expansion of policies, procedures and programs
- ✦ efficiently perform other duties as assigned by Supervisor(s) or Shelter Manager
- ✦ act as a substitute during times when scheduled staff are ill, on leave, or on vacation and not able to attend work

***Compassion: Providing support and resources with non-judgmental advocacy.***

- ✦ follow up with all former shelter residents for 9 + months after their departure from shelter program
- ✦ understand the dynamics of domestic violence
- ✦ act as a liaison with other agencies serving survivors staying at Safe Haven and provide referrals to service agencies as necessary
- ✦ interact positively with shelter guests and work toward increased satisfaction with services provided by Safe Haven
- ✦ provide privacy for survivors when addressing personal information such as the intake process, goal-setting, and supportive conversations
- ✦ accept cultural, racial, religious, affectional orientation, economic differences between people
- ✦ ability to be warm, friendly, positive and approachable

## **Qualifications and Requirements**

### **Essential Qualifications**

- ✦ Must be 21 years of age or older.
- ✦ College experience in Human Service or related field.
- ✦ Experience working with people who are managing crises.
- ✦ Extensive knowledge of community resources.
- ✦ Knowledge of and/or experience working with people from diverse backgrounds.
- ✦ Ability to read, write, speak and understand English.
- ✦ Valid driver's license and auto insurance (liability limits required by Safe Haven).

### **Desired Qualifications**

- ✦ Bachelor's Degree in Human Service or related field.
- ✦ Access to a vehicle to use for work.
- ✦ Bi-lingual.

*Safe Haven Shelter & 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.*