

Position Description

Position Title: Per Diem Shelter and Hotline Advocate

Job Responsibilities: The Per Diem Shelter and Hotline Advocate is responsible for the oversight of the shelter on an as-needed basis during shelter operating hours (Weekdays 8am-9pm, Weekends 12pm-8pm). The Per Diem Shelter and Hotline Advocate is responsible for providing a shelter environment that is safe, empowering, and supportive for all survivors and children. They are also responsible for answering Steps to End Domestic Violence's 24 hour hotline. They are a member of the Direct Services Team and reports to the Shelter and Hotline Manager. The hours of this position would range based on need. The Shelter and Hotline Manager will communicate these needs as they arise, for the Per Diem staff to pick up as they are able.

Essential Functions:

- Provide information, advocacy, support and referrals to service users residing in shelter and SafeHome emergency housing and through our 24-hour hotline.
- Collaborate with Economic Justice, Children & Youth, and Legal Advocacy programs to coordinate service provision for individuals and families in shelter and SafeHome housing.
- Provide information, referrals, and advocacy for housing, public benefits and other relevant community resources.
- Provide crisis management support and intervention as needed.
- Develop and maintain working relationships with relevant community advocates and community service providers.

Organizational Responsibilities:

- Share responsibility for anti-racist, multi-cultural organizational perspective and Steps to End Domestic Violence's social change mission.
- Participate in performance evaluations and annual program planning.
- Participate in shelter and hotline coverage.
- Participate in general agency trainings.
- Participate in back-up rotation.
- All other duties as required to maintain safe, secure and well-run housing for survivors of domestic violence and their children.

Administrative Functions:

- Maintain service user files and statistics.

Supervisory Responsibilities:

- Supervise and support volunteers and interns under the direction of the Shelter and Hotline Manager.

Education:

- A minimum of a bachelor's degree in social services or equivalent experience, with at least 2 years of direct service work.

Working Conditions:

- Position is based at the emergency shelter, on an as-needed basis during shelter operating hours (Weekdays 8am-9pm, Weekends 12pm-8pm).
- Some travel within the local Chittenden County community may be required.

Knowledge, Skills, and Abilities:

- In-depth knowledge of the causes and effects of domestic violence, related safety issues, gender analysis of domestic violence, and multiple oppressions.
- Direct practice experience in victim services or other social services, preferably in a residential program, with advocacy and homelessness.
- Demonstrate knowledge of community resources.
- Assessment and case-planning skills.
- Oral and written communication skills.
- Organizational skills.
- Time management skills.
- Demonstrated ability to collaborate with internal and external partners.
- Competency regarding serving individuals from multicultural and other underserved populations.
- Ability to work independently.
- Willingness to work flexible hours, including weekends and evenings.
- Access to reliable transportation.