

Stone House Per Diem Shelter Relief Advocate

Stone House makes a difference in our community by caring for and protecting adult and child survivors of domestic abuse and helping them rebuild safe, secure, independent lives of purpose and self-fulfillment.

As a staff member, you can change the lives of survivors and families who desperately need your talents, warmth, commitment and strength. By protecting Stone House participants and helping them discover a path forward, staff makes a difference every day.

Position Summary: The Per Diem Shelter Relief Advocate provides family-centered services for survivors of domestic violence in the emergency shelter including: crisis intervention, emotional support, ensuring residents' safety and adherence to shelter policies and support for their basic needs. The Per Diem Shelter Relief Advocate works with a team to provide a range of services and support within a trauma-informed setting. The Per Diem Shelter Relief Advocate is supervised by the Supervisor of Emergency Shelter.

This is a per diem part-time position. The available shifts at any given time are as follows:

- Overnight shifts 8PM-8AM
- Saturday 8AM-2PM
- Saturday 2PM-8PM
- Sunday 8AM-2PM
- Sunday 2PM-8PM
- Daytime weekday shifts and holidays may be available on occasion.

Staff working overnight shifts are expected to be awake from 8PM-11PM and are permitted to sleep from 11PM-8AM. However, staff must awaken to answer the 24-hour hotline as well as tend to any issues that arise in the shelter overnight.

Primary Job Duties and Responsibilities:

- Develop and maintain collaborative relationships with participants through regular contact and consistent engagement.
- Provide family-centered support to residents of the Stone House emergency domestic violence shelter. This may include crisis intervention and de-escalation, assisting participants with basic needs, providing information and referrals to residents and hotline callers.
- Answer 24-hour hotline; utilize supportive listening and crisis intervention skills, and provide callers with appropriate information and referrals.
- Ensure that the shelter is welcoming, responsive, and supportive to the needs and experiences of all shelter residents.
- Prepare room(s) and welcome new shelter residents.
- Update SafeLink twice daily (Saturday and Sunday) with availability of shelter room(s).
- Working as part of the Residential Team, assist in ensuring the safety and security of all residents by being aware of the activities taking place in the residence, being aware of the needs of participants, and routinely assessing safety. This includes doing a safety check in each apartment once during each shift that you work.
- Send shift update email to Shelter Case Manager and Supervisor of Emergency Shelter at the end of your shift.

- Ensure timely and accurate communication with Residential Team regarding participant experience and needs.
- Demonstrate commitment to developing and delivering trauma-informed services that incorporate current best-practice standards.
- Attend and participate in regular individual supervision, case reviews, and staff meetings. Attend and participate in ongoing professional development workshops and trainings.
- Complete other duties as needed to ensure that shelter residents are provided with trauma-informed, professional services in alignment with the mission of the Stone House and consistent with ethical, legal, organizational, and funder requirements.

Qualifications and Requirements:

- Demonstrated experience working with survivors of domestic violence; Associates or Bachelor's degree preferred.
- Bilingual (Spanish/English) preferred.
- Ability to work collaboratively and effectively in an environment that is linguistically and culturally diverse, including non-English speaking families, LGBT participants, and all gender identifications.
- Experience working with survivors experiencing mental health and substance use challenges preferred.
- Knowledge of issues related to parenting and child development, and the impact of trauma on families.
- Ability to work as a part of a dynamic team and manage multiple, sometimes competing demands.
- Proficiency with computers, including ability to use data entry software.
- Able to climb and descend stairs, to bend and lift up to 30 lbs.
- CORI background check is mandatory; CORI history will be reviewed and may not disqualify candidates.

Diversity and a Commitment to a Quality Workplace.

Stone House is an Affirmative Action and Equal Opportunity Employer. We are committed to fair and impartial treatment in all our relations with employees, as well as applicants for employment, to recruit, upgrade, train, and promote in all job titles without regard to race, color, gender, gender identity or expression, sexual orientation, religion, age, national origin, disability, marital status, protected veteran status, genetic information, or any other legally protected characteristic. In addition, Stone House complies with applicable state and local laws prohibiting discrimination in employment in each jurisdiction in which it maintains facilities. Managers base employment decision on the principles of Equal Employment Opportunity, including but not limited to decisions concerning recruiting, hiring, upgrading, and downgrading, discharge, training, promotions (in all job titles), compensation, benefits, layoffs, returns from layoffs and social and recreational programs. The intention behind our policy is to provide an equal employment opportunity program that will simultaneously serve the requirements of society, the law, sound business practices, and individual dignity. By this program, Stone House wishes to ensure that all employees can make their maximum contribution to Stone House and to their own career goals.

COVID-19 considerations: All Staff must be fully vaccinated against COVID-19.