



Relief Advocate **Job Description**

Reports directly to: Relief Advocate Supervisor

Position Information:

- Shift work, variable hours: **must be available overnights, holidays (Including, but not limited to, Thanksgiving, Christmas, New Year's) and weekends– This is a Part Time (up to 27.5 hours per week) position. 27.5 hours not guaranteed. Must work at least 3 shifts per month.**
- **Required Monthly Meeting:** 1st Wednesdays of the month 6:30pm-8:30pm.
- **Rotating On-Call Shift Coverage, additional compensation provided for being on call**
- Non-Benefited, Non-exempt position
- Rate of Pay: \$14 per hour

Equal Employment Opportunity Statement: SafeHouse Denver, Inc. is dedicated to the principles of equal employment opportunities. We provide equal employment and advancement opportunities to all individuals based on job-related qualifications and their ability and willingness to perform the duties necessary to accomplish the job, without regard to race, color, religion, creed, sex, marital status, national origin, age, sexual orientation, gender variance or identification, disability, military status, economic status, citizenship status, and/or veteran status. It is our policy to maintain a non-discriminatory environment free from intimidation, harassment or bias based upon these grounds.

Position Summary: Under the direct supervision of the Relief Advocate Supervisor, the Relief Advocate is responsible for providing services to individuals and their children who are victims of domestic violence by responding to callers who access the SafeHouse 24-hour crisis line, screening potential emergency shelter residents, providing initial intakes for new residents, providing short-term individual advocacy, counseling, and crisis intervention to residents, and supporting a safe and secure shelter space.

Qualifications: Bachelor's degree in human service related field and/or 2 years experience with domestic violence victims in a counseling setting. **Bilingual English/Spanish preferred.** Successful candidate must have a strong working knowledge of domestic violence, working knowledge of an empowerment model, demonstrated skills in crisis intervention, individual advocacy and counseling. Excellent written and oral communication skills are required. Ability to function independently and as a team member. Must exhibit a positive attitude.

DUTIES AND RESPONSIBILITIES: Utilizing an empowerment model the relief advocate

Responds to callers who access the SafeHouse 24 hours crisis line

- Provides emotional support, crisis intervention, and de-escalation
- Provides information and education on domestic abuse, trauma response, and coping skills
- Supports callers in assessing immediate needs, identifying culturally appropriate resources and referrals, and supports callers in developing a plan of action
- Provides safety planning by supporting callers in assessing danger/risks, identifying culturally appropriate resources and referrals, and supports callers in implementing their safety plan
- Screens callers for shelter

Provides initial intake of new residents

- Orientates new residents to the shelter building and program
- Provides appraisal of the resident's presenting problem
- Assess immediate needs, identify culturally appropriate resources and referrals, and support residents in developing a plan of action
- Provides safety planning by supporting residents in assessing danger/risks, identifying culturally appropriate resources and referrals, and supports residents in implementing their safety plan
- Provides emotional support, de-escalation, and crisis intervention during the intake process

Provides short-term individual advocacy, counseling and crisis intervention to residents

- Provides emotional support, crisis intervention, and de-escalation to residents as needed or requested
- Supports residents in developing short-term goals plans to address immediate concerns
- Provides information and education about domestic abuse, trauma response, and coping skills
- Assists residents in identifying options and achieving short-term goals
- Communicates with Primary Advocates to ensure quality services to residents

Supports a safe and secure shelter space

- Supports a safe and respectful community living environment by providing emotional support, de-escalation, conflict management, problem solving and crisis intervention
- Provides house meetings as needed to support residents in resolving ongoing issues or conflicts
- Supports participation in the shelter program and community living by providing and explaining information about the shelter program and clarifying expectations of residents
- Supports residents in meeting their day to day needs by supplying personal items, shelter supplies and food

Maintains accurate and timely record keeping

- Responsible for appropriate charting and all necessary documentation

Demonstrates initiative and vision for service quality, service improvement, problem prevention, and problem resolution

- Works diligently to achieve individual, team, and agency goals and objectives
- Participates with all staff to assure coordinated services both within the Shelter and across all agency programs
- Utilizes ethical communication to resolve problems or conflicts with team members
- Attends monthly Relief Advocate Meetings

Represents SafeHouse and promotes SafeHouse services in a positive and professional manner

- Networks with other service providers and community agencies in an effort to assist clients and the agency
- All other duties as assigned

Rotates week long on-call shift coverage in order to provide adequate support to team members

- On a shared rotating basis across Relief Team Members, responds to the building within 30 minutes for urgent coverage needs or last second shift coverage needs.

How to Apply: All interested applicants must submit a cover letter and resume to Cymone Williams, Relief Advocate Supervisor, at cwilliams@safehouse-denver.org. No calls, please.