

Resident Advocate



Responsibilities

The primary role of the Resident Advocate is to assist domestic violence survivors with individual needs, provide emotional support and ensure the safety and well-being of all safe house residents and their children. This position contributes to a healthy environment for individuals who are victims of domestic violence.

Job Duties

- Effectively answers hotline and responds appropriately to callers
- Complete client intake and exit procedures accurately
- Assess level of risk and lethality and provide effective safety planning tips
- Effectively monitors and maintains the safety of the shelter
- Coordinates access to shelter food, supplies, and resources
- Enforces community living Health & Safety Guidelines according to Sylvia's Place policy
- Adheres to confidentiality for all clients
- Verbal and written communication
- Client documentation and data entry
- Responsible for general housekeeping, organization and cleanliness of shelter facility

Education & Experience

- High school diploma or GED
- Understanding and/or ability to learn domestic violence dynamics
- Investment in the empowerment philosophy
- Ability to work with diverse populations

Skills & Other Requirements

- Ability to multi-task and deescalate crisis situations
- Able to prioritize tasks based on level of importance
- Ability to implement effective conflict resolution and problem solving skills
- Empathetic listening skills
- Commendable organizational skills
- Basic computer skills
- Knowledge of Allegan County and surrounding county resources for appropriate referral
- Ability to attend 4 day MCEDSV Training
- Must pass a criminal background check

Working Conditions

- This position is performed at a confidential, locked facility
- Sylvia's Place is a 24 hour, 365 day operation
- Part time 20-32 hours per week; Full time potential if available
- Flexible scheduling: Shifts may vary between 1st, 2nd, and/or 3rd
- Must be available to work weekends
- Salary Range \$13-\$16 per hour
- Position funded by VOCA, United Way, Miscellaneous Grants, and/or General Funding