



RESIDENTIAL ADVOCATE

Reports to: Residential Manager

Original Date: December 2020

Job Status: Full-Time, Part-Time or PerDiem

FLSA Status: Exempt

Department: Residential Services

Revised Date:

Location: Stamford, CT

Travel Requirements: 10%

Job Summary:

The Residential Advocate provides supportive counseling, advocacy, safety planning and educational services to adult and children of domestic violence as well as witnesses of domestic violence who reside in safe houses.

Essential Job Functions:

- Provides support services to safe house residents as needed.
- Assists with case management regarding advocating for housing, financial, safety recommendations, etc.
- Assists in conflict resolution with clients encouraging supportive problem solving and respectful communication.
- Completes initial screenings, intake documentation, and assesses current client needs.
- Monitors and documents resident's compliance with program rules and guidelines, including room cleanliness, daily sign-in and adherence to program processes and procedures.
- Ensures the safety and security of the residents at the safe house locations.
- Participates in weekly case conferences, staff meetings, and coordinates safe house activities.
- Completes and maintains documentation according to federal and state guidelines.
- Supports and advocates for individuals of domestic violence for positive outcomes while always supporting the mission and vision of the organization.
- Guided by established procedures, policies and processes related to a safe house environment. Has moderate decision making authority and impact on the organization both from an internal and external nature.
- Maintains service records, completes accurate statistical and narrative reports and submit them in a timely manner.

Qualifications:

- Bachelor's Degree preferred in a related discipline.
- Five plus years of experience in the human services field. Background in domestic violence preferred.
- Experience providing direct services to crime victim in a crisis intervention, criminal justice or a human services field.
- Familiarity working in a non-profit organization; work with domestic violence population
- Fluency in Spanish required.
- Knowledge of community resources available for clients.
- Excellent crisis intervention and case management skills.
- Strong customer focus with good active listening skills.
- Ability to build relationships and manage challenges.
- Attention to detail and strong organizational skills.

- Time management and organizational skills.
- Ability to work with little or no supervision while maintaining a professional demeanor.
- Ability to work with all levels of people and maintain a professional attitude and relationships.
- Ability to maintain the utmost confidentiality of all information, material and correspondence.
- Excellent level with Word, Excel, Outlook and databases.
- Demonstrated ability to work in a fast-paced, changing environment.
- Strong written, oral and interpersonal communication skills.
- Demonstrated advocacy skills for both client and systems change.
- Must have a valid driver's license and reliable transportation.
- Ability to use logic and reasoning to identify solutions and approaches to problems.
- Ability to make good judgments and decisions relating to day-to-day activities.
- Demonstrated flexibility, agility, adaptability and ability to multi-task.

Physical Demands:

Physical Abilities	N/A	Occasionally	Frequently	Constantly
Standing			X	
Walking			X	
Sitting				X
Stoop, kneel, crouch, crawl, bend		X		
Handling/Fingering				X
Reach Outward/Above		X		
Taste and Smell		X		
	Less than 10 lbs	10 lbs to 50 lbs	50 lbs to 100 lbs	More than 100 lbs
Lifting		X		
Visual Requirement	20/20 Correctable Vision			