



RESIDENTIAL ADVOCATE

Reports to: Manager of Residential Services

Original Date: December 2020

Job Status: Full-time, Essential Worker

FLSA Status: Non-Exempt

Department: Residential Services

Revised Date: Nov 2025

Location: Norwalk, CT

Travel Requirements: 20%

SUMMARY

While maintaining and secure residential environment, the Residential Advocate provides supportive counseling, advocacy, safety planning and educational services to adults and children who reside in safe houses.

RESPONSIBILITIES

- Provides support services to Safe House residents as needed.
- Assists with case management for Safe House residents, advocating for housing, financial, safety recommendations, etc.
- Provides clients with information and referrals to resources outside the domestic violence programs, such as health clinics, mental health services, housing information, public transportation, legal resources, immigration referrals, food and clothing, local school information youth services, childcare, job training and employment opportunities.
- Works collaboratively with other DVCC departments to ensure clients' needs are met.
- Takes initiative to meet clients' immediate needs, which may require travel to obtain medication, diapers, toilet paper, cleaning supplies, etc.
- Provide information to clients about the Victim Compensation program, connecting the clients to the full-time first shift staff member to complete the application.
- 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.
- Takes initiative to maintain a safe and secure Safe House, including the Safe House property and exterior. This includes paying attention to any hazardous situations and alleviating the hazard. This also includes removing and emptying garbage as necessary.
- Assists in conflict resolution with clients encouraging supportive problem solving and respectful communication.
- Helps with Safe House organization, ensuring donations that arrive during shift are stored appropriately in a timely manner.
- Completes initial screenings, intake documentation, and assesses current client needs for new Safe House residents and new DVCC clients calling the crisis lines.
- Answers hotline and LAP line (crisis lines) and conduct appropriate follow up and referrals.
- Participates in weekly case conferences, staff meetings.
- Coordinates and implements safe house activities, such as holiday programming and children's programming.
- Completes and maintains documentation according to federal and state guidelines.

- Distribute and collect client survey for each client receiving Safe House services upon departure and/or end of the fiscal year.
- 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.
- Maintains service records, completes accurate statistical and narrative reports and submit them in a timely manner.
- The same level of support will be provided to clients located in hotels, as is provided to clients located in the Safe House.
- Maintain Domestic Violence Counselor certification by receiving no less than six (6) hours of training annually, in issues related to working with victims of domestic violence and advocate job enhancement responsibilities.

QUALIFICATIONS

- Bachelor's Degree preferred in a related discipline.
- Five plus years of experience in the human services field preferred. Background in domestic violence preferred.
- Be a certified Domestic Violence Counselor. Completion of a 20-hour certification training, pursuant to CGS 52-146k is required upon hire.
- 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 preferred.
- 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.

COMPENSATION

DVCC offers competitive compensation, excellent benefits, and a supportive workplace culture. The salary range for this position is \$42,000-\$46,000 per year. Benefits include health, dental, vision, HRA, (DVCC pays \$3,350 for individual/\$6,700 for family), a 403(b)-retirement plan with 4% employer match, employer paid \$10,000 life insurance, additional voluntary life insurance, short term and long-term disability coverage, and 15 days of paid time off. Professional development opportunities are also encouraged.

WORKING CONDITIONS

- Full-time position
- This is an in-person position.
- Must maintain confidentiality and adhere to all DVCC and state/federal regulations.

- Commitment to confidentiality, ethical decision-making, and the mission and values of the agency.

EQUAL OPPORTUNITY EMPLOYER

DVCC is committed to creating a diverse, equitable, and inclusive environment. DVCC does not discriminate based on race, sex, color, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity, or any other reason prohibited by law in provision of employment opportunities and

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			

SIGNATURES

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

DVCC has reviewed this job description to ensure that essential functions, competencies and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and DVCC reserves the right to change this job description and/or assign tasks for the employee to perform, as DVCC may deem appropriate.