



## LEAD RESIDENTIAL ADVOCATE

**Reports to:** Assistant Director of Residential Services

**Original Date:** January 2026

**Job Status:** Full-time, Essential Worker

**FLSA Status:** Non-Exempt

**Department:** Residential Services

**Revised Date:**

**Location:** Norwalk, CT

**Travel Requirements:** 20%

### POSITION SUMMARY

The Lead Residential Advocate provides frontline leadership within the Safe House while continuing to deliver direct advocacy and support services to survivors of domestic violence. Reporting to the Assistant Director of Residential Services, the Lead Residential Advocate oversees Residential Advocates during assigned shifts, ensures consistent implementation of trauma-informed practices, and supports a safe, secure, and empowering residential environment for adults and children. This role serves as a bridge between residential staff and leadership, offering guidance, mentorship, and quality assurance while upholding DVCC's mission, values, and policies.

### RESPONSIBILITIES

- Assist survivors in identifying and securing safe, affordable housing units.
- Conduct intake, screening, and housing-based assessments with advocates and survivors within 48 hours of program enrollment.
- Present at least three safe and appropriate housing options based on survivor preferences and safety needs.
- Coordinate and facilitate the leasing process, including negotiations with landlords.
- Build and maintain strong relationships with landlords to promote program participation and successful tenancy.
- Provide mediation and intervention between survivors and landlords as needed.
- Educate landlords and community partners about rapid rehousing rental assistance and survivor-centered housing support.

- Conduct HUD Housing Quality Standards (HQS) inspections, lead safety inspections, rent reasonableness determinations, and utility allowance reviews prior to move-in.
- Maintain strict confidentiality and adhere to all program, state, and federal privacy requirements.
- Attend mandatory training sessions, team meetings, and case conferences as required by CCADV and program funders.
- Manage a caseload of approximately 25 clients, ensuring timely and effective service delivery.
- Complete all required documentation, data entry, and reporting in accordance with CCADV, DOH, and HUD guidelines.
- Perform additional duties as assigned to support the goals and objectives of CCADV's Rapid Rehousing Program.

### **Leadership & Staff Oversight**

- Provide on-shift leadership and supervision to Residential Advocates working in the Safe House and hotel placements.
- Serve as the primary point of contact for Residential Advocates during assigned shifts, offering guidance, problem-solving support, and direction.
- Support onboarding, training, and mentoring of new Residential Advocates.
- Monitor staff performance during shifts and communicate concerns, strengths, or training needs to the Assistant Director.
- Ensure shift coverage, smooth transitions between shifts, and accurate shift-to-shift communication.
- Model trauma-informed, survivor-centered, and culturally responsive practices at all times.

### **Client Support & Advocacy**

- Provide direct emotional support, advocacy, crisis intervention, and safety planning services to Safe House residents.
- Assist with case management activities, including advocacy related to housing, financial stability, and access to community resources.
- Support Residential Advocates in addressing complex or high-risk client situations and escalate concerns as needed.
- Educate clients about the Victim Compensation Program and connect them with appropriate staff for application completion.
- Promote survivor empowerment, autonomy, and positive outcomes while maintaining program expectations and safety.

## **Intake, Documentation & Crisis Response**

- Conduct and support intake screenings and admissions for new Safe House residents.
- Assist Residential Advocates in responding to hotline and LAP line calls, ensuring appropriate crisis response and documentation.
- Review documentation for accuracy, completeness, and compliance with federal and state guidelines.
- Ensure client surveys are distributed and collected as required.
- Serve as a point of escalation during crises or incidents and notify the Assistant Director according to protocol.

## **Safety, Security & Facility Oversight**

- Ensure safety and security protocols are followed consistently across shifts.
- Monitor resident compliance with program rules and support staff in addressing concerns in a trauma-informed manner.
- Take initiative to address and report safety hazards within the Safe House and surrounding property.
- Support overall cleanliness, organization, and appropriate storage of donations and supplies.
- Ensure equitable service delivery and safety standards for clients placed in hotels.

## **Collaboration & Program Support**

- Collaborate with internal departments to ensure coordinated services for residents.
- Participate in case conferences, staff meetings, and organizational trainings.
- Support conflict resolution among residents and staff using respectful communication and problem-solving strategies.
- Assist in coordinating and implementing Safe House activities, including holiday programming and children's activities.
- Help identify resident needs and communicate trends or service gaps to leadership.

## **Policies, Procedures & Professional Development**

- Ensure Residential Advocates adhere to Safe House policies, procedures, and program guidelines.
- Support consistent implementation of program rules in a fair and trauma-informed manner.
- Maintain Domestic Violence Counselor certification and complete a minimum of six (6) hours of annual training related to domestic violence advocacy and leadership development.

- Model professionalism, confidentiality, and ethical conduct in all interactions.

## **QUALIFICATIONS**

- Bachelor's Degree preferred in a related discipline preferred. High school diploma or equivalent required; relevant coursework or degree in social work, human services, or a related field preferred.
- Fluency in Spanish preferred.
- Completion of a 20-hour certification training, pursuant to CGS 52-146k is required upon hire.
- Experience working with survivors of domestic violence or vulnerable populations strongly preferred.
- Ability to work effectively in crisis situations with sensitivity, confidentiality, and professionalism.
- Strong communication, documentation, and organizational skills.
- Strong written, oral and interpersonal communication skills.
- Ability to work independently and collaboratively as part of a team.
- Willingness to travel locally to meet client needs as required.
- Must have a valid driver's license, reliable transportation and working phone.
- 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.

## **COMPENSATION**

DVCC offers competitive compensation, excellent benefits, and a supportive workplace culture. The salary range for this position is \$55,000-\$58,000 per year. Benefits include health, dental, vision, HRA, (DVCC pays \$3,350 for individual/\$6,700 for family), a 403(b)-retirement plan with 6% 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 adhere to all DVCC and state/federal regulations.
- Must maintain 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 services.

## 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.
<b>Lifting</b>			
	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.*