



The Purple Door Job Vacancy

POSITION: Resident Advocate

STATUS: Full-Time

To Apply: A completed employment application and assessments are required to be considered for employment. The online- application and assessments can be accessed at:

<https://www.ondemandassessment.com/link/index/JB-A1450F2B3>

Purpose/function of position: Provide direct services to residents in emergency shelter setting for survivors of domestic violence and/or sexual assault. Provide coverage of 24-hour hotline. Provide peer counseling and information and referral to callers and clients. Supervise general house operation during the shift in order to ensure quality service delivery.

Duties include but not limited to:

- Complete initial residential orientation for clients entering emergency shelter as well as exit processes
- Manage the daily activities of emergency shelter by assigning chores, supervising chores, ensuring that community living guidelines, rules, and policies are adhered to by residents.
- Serve as mediator to assist residents with conflict resolution skills.
- Assist residents with food services such as preparation and serving of meals as needed and facility cleaning as needed.
- Oversee the safety, security, and general welfare of residents and facility during assigned shift, including being on-call as required.
- Answer 24-hour hotline in order to provide telephone assessments/service eligibility, crisis intervention, peer counseling, and information and referral.
- Ensure proper protocols are followed, screen incoming calls in order to ensure client confidentiality, and log hotline calls.
- Ensure appropriate records are maintained regarding clients and service delivery and prepare reports.
- Attend meetings and training as directed by supervisor.
- Maintain professional conduct and represent the Agency in a professional manner.

EDUCATION: Associate or Bachelor's degree preferred.

QUALIFICATIONS: Knowledge of dynamics of domestic violence, sexual assault, persons with special needs, community resources, and crisis intervention techniques required; strong interpersonal skills and conflict resolution skills required; high level of personal integrity, diplomacy, discretion, and tact is necessary; strong team work skills and ability to establish rapport with diverse populations needed; highly organized, flexible, and able to manage multiple priorities with ability to work with minimal supervision and meet deadlines; **non-traditional hours required to include nights and weekends.**