



## The Purple Door Job Vacancy

**POSITION:** Resident Advocate

**STATUS:** Part-Time, Nights / Weekends Only

**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-4UC9G4PVX?u=77717>

**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.**