

Position Description
Georgia Mountain Women's Center, Inc.
dba Circle of Hope

Position Title: Shelter Support Advocate Supervisor: Shelter Program Manager
Department: Emergency Shelter
Status: Part-time Job Classification: Hourly
Hours: Varies
Position Summary: This is a part-time hourly position that includes providing advocacy, support and safety planning with shelter residents; answering crisis line; handling crisis situations; and ensuring shelter security during shift. Circle of Hope believes that diversity, equity, and inclusion are fundamental values that drive our mission and shape the positive impact we seek to create in our community. We are committed to fostering an environment that celebrates and respects all individuals' unique perspectives, experiences, and backgrounds. Circle of Hope is an equal-opportunity employer and welcomes applications from individuals of all backgrounds, regardless of race, ethnicity, gender, sexual orientation, age, religion, disability, and socioeconomic status.
Responsibilities and Duties: <ul style="list-style-type: none">• Provide trauma-informed direct services to victims of domestic violence and/or their children, including: emotional support, advocacy, crisis intervention, safety planning, parenting support, and information and referrals.• Provide immediate crisis intervention via telephone for victims calling the hotline.• Make decisions as to residential admissions.• Complete intakes including applicable forms, room assignment, safety procedures, and shelter orientation.• Complete a shelter exit survey with residents leaving shelter as well as required exit paperwork.• Acquaint residents with emergency procedures for fire, tornado, etc. and with safety procedures.• Hold house meetings with residents as needed to discuss safety rules, assign chores, air grievances, and resolve any conflicts.• Ensure security procedures are followed on site.• Provide documentation of activities occurring on each shift. Provide information to other staff members on relevant details to help assess resident needs.• Participate in training and in staff and or board meetings upon the request of supervisors.• Complete all required statistical information.• Perform other duties as assigned by supervisors.
Education: <ul style="list-style-type: none">• Minimum of GED or HS Diploma required; Associate Degree preferred.

Qualifications:

- Experience in the field of domestic violence and/or crisis intervention.
- Must have the ability to utilize empowerment philosophy, to remain nonjudgmental, and to work with diverse populations.
- Must have strong organizational skills, excellent written, oral communication, and computer skills.

Statement of Understanding:

I have read the above job description, which contains the essential functions of this position and understand that management reserves the right to modify this position at any time. I understand the job's confidentiality and work requirements and agree to accept and carry out these responsibilities and other duties as assigned. I further understand that this job description does not constitute an employment contract with Circle of Hope.

Employee

Date