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.

Responsibilities and Duties:

- 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:

- Minimum of GED or HS Diploma required; Associate Degree preferred.

Qualifications:

- Experience in the field of domestic violence and/or crisis intervention.
- Must have 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 that contains the essential functions of this position and understand 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