

Job Title:	Adult Advocate – Shelter Relief	Approved Date: 01/2017 <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised
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General Position Information:
 This specific job description covers the basics functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: Non-Exempt Employment: Part Time Workers Comp Code: EEOC Class:	Pay Type: Hourly Base Pay \$14.14 Level: <u>5</u> Benefit Class: none	Location: The Haven of RCS Department: <u>ESH</u> Reports to: Manager of Residential Services Supervises:
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Position Summary:

 Adult Advocate-Shelter Relief works independently to provide safety, advocacy, and support to participants residing at the emergency safe house in the evenings and on the weekends. Responsible for answering the hotline and meeting participants needs that includes but is not limited to: practical assistance (i.e.: food, shelter, clothing, transportation), one-on-one listening, talking and providing relevant advice.

Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required) .

 - Education/Training (or equivalent): ☒ H.S. Degree ☐ College Degree* ☐ Certification/License*
 Some college preferred. Knowledge of Domestic Violence helpful.

 - Experience: (Type of work experience, min. number of years):
 Previous experience in group home management or social service agency preferred.

 - Technical or Administrative Knowledge:
 Knowledge of Microsoft Office Productivity Tools (MS Word, Excel), Internet, Database software

 - Special Skills and Abilities and/or:
 Ability to work alone, as well as in collaboration with teammates
 Demonstrated ability to work with people in crisis
 Knowledge about interpersonal violence and abuse preferred
 Communication skills (written and verbal, conflict resolution)
 Client Services (advocacy, support, maintaining a safe environment, referrals).
 Daily Operations (cleaning, minimal maintenance).
 Administrative (answering the hotline calls, and documentation of services in a state mandated database)
 Educate participants about violence and abuse.
 Valid driver's license.

Physical Requirements and Working Conditions:
 The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

 Key to denote % of time requirements necessary to perform essential functions of this job.
 0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- Physical Requirements: ☐ Light: Lifting 0-10 pds. ☒ Moderate: Lifting 0-25 pds. ☐ Heavy: Lifting 25+ pds.

l- Bending/stooping
l- Reaching above/below the waist
l - Pushing/pulling movements
m - Climbing stairs / ladders

l - Standing
o- Kneeling
g - Sitting
m - Walking

l - Lifting
l -Taste/Smell
l -Typing

m –Color / Depth perception
g -Fine hand & finger movements
l -Operate motor vehicle
l -Operate various equipment

- Working Conditions and Schedules:

G - Interacting with co-workers, vendors, and customers.

O - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.

L - Exposed to various noise levels (L= private office, M= showroom/service area, G= jackhammer/metal works/heavy equipment)

G - Office machines, phones, fax, computers, postage meter, etc.

L- Working environment: non-private, varies from outside open parking lot, to showroom, to cubicle workspace, to adaptive office.

L - Available to work nights, weekends and holidays.

- Necessary traits for this position: ☒ Seeing ☒ Hearing ☒ Talking* ☒ Reading* ☒ Writing*

☐ Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.

☒ Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: ☒ English ☐ Spanish ☐ French ☐ Other _____

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☐ New ☒ Revised

Job Functions, Unique Duties and Responsibilities:

Unique Duties/Responsibilities:

Essential Functions include the following. Other duties may be assigned.

General-

- Follow the administrative guidelines and policies established by RCS.
- Maintain a community image consistent with the RCS mission.
- Engage in a relationship with The Haven of RCS Program Team which is proactive, mutually beneficial, fosters teamwork, and advances the mission of RCS.
- Adhere to the organization's nondiscrimination and harassment policies and report any issues to the CEO immediately.
- Exercise due care and stewardship of resources which are given to RCS including equipment, food, money, volunteer and staff time.

Administrative-

- Shelter Relief Adult Advocate (advocate) answers the hotline within three rings per FCADV standards.
- Advocate will coordinate a waitlist for callers seeking shelter and will complete shelter intake documentation for those callers seeking shelter in the emergency safe house (shelter).
- All hotline calls and services shall be documented by the advocate in the shelter log and in the state mandated database.
- Advocate must be proficient with emailing, faxing, photocopying, and using a computer.
- Advocate will be responsible for filling out forms such as releases of information and referral forms.
- Advocate will read and document in participant's files and maintain the participant's files.

Organization-

- The advocate must make independent decisions as the advocate will be working alone.
- Advocate must be able to meet the participant's needs and answer the hotline calls within three rings as a priority while working alone at safe house.
- Advocate will organize files, physical space, and time.
- Problem solving is a key skill that is needed for the advocate.

Client Services-

- Advocate will support participants on a variety of matters via phone, writing, or in person.
- Advocate will complete an assessment for intake, risk, and or general functioning, assessment for departure, and assessment for planning and goal setting.

Boundaries-

- Advocate must understand and maintain personal and professional limits in relationship with participants.

Confidentiality-

- Resident/participant information is held in strictest confidence by the advocate. Information is only released in specific situations such as: risk of harm to self or others, past/present unreported child abuse, and when required by law, and when a written and informed release of information is signed by participant.

Advocacy and Support-

- Advocate will provide hotline crisis advocacy and support. Support can include, but is not limited to: practical assistance (i.e.: food, shelter, clothing, transportation), one-on-one listening, talking and providing relevant advice.

Crisis Intervention-

- The advocate will de-escalate participants and/or situations using verbal and non-verbal communication skills.

Safety-

The advocate will provide safety with the following:

- Ensuring that confidential documents are secure.
- Ensuring that health and safety and universal precautions are complied with by participants.
- Locking up medication and monitoring and recording participant's usage.
- Ensuring the safety and security of the emergency safe house by monitoring alarms and video cameras, and letting participants in and out of the emergency safe house.
- Providing safety planning with each participant.

Information-

- Advocate will be familiar with community resources to provide information and referrals to participants.
- Advocate will assist participants with housing referrals and forms, and post and share information on common referrals, relevant programming and community events.

Transportation-

- The advocate will arrange transportation such as taxi for hospital or doctor's appointments or transportation from police department, and provide bus passes.

Communication with team members-

- Conflict resolution and exercising open and direct communication will be utilized by the advocate when communicating with team members.
- During shift change, the advocate will check –in and debrief with team members.
- The advocate will support team members' self care efforts.

Other Duties-

- Assist with other duties as assigned.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____

APPLICATION FOR EMPLOYMENT

An Equal Opportunity Employer
(Valid for only 90 days)

The Company reviews applications and employs persons without regard to race, creed, color, gender, religion, age, national origin, physical or mental disability, marital status, veterans' status, citizenship status or any other category protected by local, state or federal law. In addition, the company makes reasonable accommodation to the needs of disabled applicants and employees, so long as this does not create an undue hardship on the Company or threaten the health or safety of others at work. If you need assistance in completing this application let us know and we will provide assistance. The receipt of this application does not mean that job openings exist at our Company and does not obligate the Company in any way. We appreciate your interest in our Company

Please answer all questions. Resumes are not accepted in lieu of completion of this application. Note: This application was designed to use with several types of job positions. Some questions may not be completely applicable to the job position you are seeking; however, we ask that you answer all questions.

Last Name (Please Print) Date	First	Middle	Social Security Number
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Present Address: Street Number	City/State	Zip Code	Telephone
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Do you have the legal right to work in this country? ☐ Yes ☐ No

Have you ever been convicted of a crime other than a minor traffic violation? ☐ Yes ☐ No If **Yes**, give dates and explain. (attach separate paper if necessary.) A conviction will not necessarily disqualify you from employment.

Are you over 18 years of age? ☐ Yes ☐ No Position applying for: _____

EDUCATIONAL DATA

School	Print Name, Number and Street, City, State and Zip Code for each School	No. of Yrs. Completed	Degree	Major Course of Study
High School				
—				
College				
Other				

Other skills: List other job-related skills or qualifications that support your application. _____

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Honors Received: _____

In order to permit a check of your work and educational records, should we be made aware of any change of name or assumed name that you previously used? ☐ Yes ☐ No If **Yes**, identify names and relevant dates: _____

Have you had prior educational experience which relates to the job for which you are applying? ☐ Yes ☐ No

If **Yes**, describe: _____

Are you a veteran of the U.S. Military Service? ☐ Yes ☐ No If **Yes**, what branch of Service? _____

If **Yes**, beginning date and ending date of active duty: From: _____ To: _____

Yr./Mo.

Yr./Mo.

Date of Discharge from Military Service: _____

EMPLOYMENT EXPERIENCE:

ALL FORMER JOBS (List most recent job first.) Account for all time periods including **unemployment, self-employment** and **military service**. (Attach separate paper(s), if necessary.)

Employer	Dates Employed (From/To)	Immediate Supervisor
Address		
Job Title	Hourly Rate/Salary (Starting/Final)	Telephone No.
Work Performed		
Reason for Leaving		

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Address		
Job Title	Hourly Rate/Salary (Starting/Final)	Telephone No.
Work Performed		
Reason for Leaving		

Have you ever been dismissed or forced to resign from any employment? ☐ Yes ☐ No If **Yes**, please explain.

Are you now employed? ☐ Yes ☐ No Are you on a layoff? ☐ Yes ☐ No Are you subject to recall? ☐ Yes ☐ No

May we contact your present employer? ☐ Yes ☐ No Previous Employers? ☐ Yes ☐ No

Please identify any exceptions and reasons for not contacting prior employers: _____

Are there any hours, shifts or days you will not or cannot work? ☐ Yes ☐ No If **Yes**, explain: _____

Do you have transportation to work? ☐ Yes ☐ No

Will you work overtime if asked? ☐ Yes ☐ No

Do you have any friends or relatives who work here? ☐ Yes ☐ No

Name _____ Relationship _____

Name _____ Relationship _____

CHARACTER REFERENCES

List three persons **not related to you**, whom you have known at least one year:

	NAME	ADDRESS AND TELEPHONE	OCCUPATION
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____

List below any other information or remarks that you wish to have considered as a part of your application for employment:

Have you filed an application here before? ☐ Yes ☐ No If **Yes**, give date: _____

Have you ever been employed here before? ☐ Yes ☐ No If **Yes**, give dates: _____

NOTICE TO APPLICANTS: This employer complies with the Americans With Disabilities Act of 1990. During the interview process, you may be asked questions concerning your ability to perform job-related functions. If you are given a conditional offer of employment, you may be required to complete a post-job offer medical history questionnaire and/or undergo a medical examination. If required, all entering employees in the same job category will be subject to the same medical questionnaire and/or examination and all information will be kept confidential and in separate files.

APPLICANT'S STATEMENT

I certify that the answers given herein are true and complete to the best of my knowledge. I authorize the investigation of all matters contained in this application and hereby give the Employer permission to contact schools, previous employers, references, and others, and hereby release the Employer from any liability as a result of such contact. I understand that misrepresentations, omissions of facts or incomplete information requested in this application may remove me from further consideration for employment. In addition, if employed, any misrepresentations or omissions of facts called for in this application will be cause for dismissal at any time without any previous notice.

Applicants accepted for employment should clearly understand that while we make every effort to provide steady, continuous work, we have no employment contracts, and we cannot guarantee the permanence of any position. Job tenure can be affected by many factors including business/economic conditions, changes in laws or Employer policies, conformity to our work rules, job performance, etc. And of course, employees may elect to leave on their own accord to seek other jobs.

I understand that my employment with the Employer is for no specific term and may be terminated by me or the Employer with or without notice or cause at any time. I further understand that no oral promise, Employer policy, custom, business practice or other procedure (including the Employer's Personnel Handbook or any personnel manuals) constitutes an employment contract or modification of the at-will employment relationship between me and the Employer.

The contents of any employee handbook or personnel manuals, as well as other Employer policies and practices, are subject to change or modification by the Employer, solely at its discretion, without notice. I also understand that no supervisor or other official of the Employer (except its Chief Executive Officer, in writing) has the authority to enter into any agreement with me or to make any agreement contrary to the foregoing.

We conduct our business with the highest possible degree of safety and efficiency. Because of this, the Employer may require applicants for employment to undergo blood and/or urinalysis screening for drug or alcohol use as part of our pre-placement physical examination. In addition, all employees of the Employer are subject to blood tests or urinalysis screening for drug or alcohol use.

This application will remain active for ninety (90) days. Any applicant wishing to be considered for employment beyond ninety (90) days should reapply.

Signature_____

Date_____

This Employer is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, age, sex, religion, national origin, disability or marital status. We assure you that your opportunity for employment with this Employer depends solely upon your qualifications.
