

Crossroads Safehouse, Inc.

TO APPLY:

Accepting only electronic submissions: email cover letter, resume and work references to employment@crossroadssafehouse.org. No phone calls.

Title: Substitute Advocate

FLSA Status: Non-Exempt

Classification: As needed. Regularly scheduled weekly shifts preferred

Purpose: The purpose of the Crossroads Safehouse Substitute Advocate is to meet shelter coverage needs that regularly scheduled advocates cannot meet. Substitute Advocates hired to fill regularly scheduled weekly shifts are required to work at least one regular overnight and weekend shift, and at 3-5 holiday shifts each year. They may have the opportunity to pick up a day or evening shift during the week and will be contacted to fill shifts that are open due to illness, scheduled vacations, unexpected absences.

Supervision: Reports to and receives supervision from one of three program managers. Exercises no supervision.

Hours: Crossroads Safehouse operates 24 hours a day, 7 days a week, 365 days a year including holidays to provide safe housing and services to its clients and the community. **Available shifts and requirements for Substitute Advocates are underlined above.** Substitute Advocates will be contacted when urgent coverage is needed (ie. when a scheduled advocate calls out for a shift). Substitute Advocates are expected to work a minimum of 4 shifts per month.

Definition:

The Crossroads Safehouse Substitute Advocate Team is a pool of trained Crossroads Safehouse advocates who:

- Have employee status with Crossroads Safehouse and remain on Crossroads Safehouse's payroll.
- Must abide by Crossroads Safehouse's employee policies and procedures, including keeping statistical data and timesheets for all shifts worked.
- Are not guaranteed regularly scheduled shifts (regularly occurring shifts are often available and are currently priority).
- Make a commitment to work intermittent shelter-coverage shifts as needed, as available, and as offered.
- May take any vacant shift amounting to no more than 40 hours in a week and no more than 12 hours in a day, on average.
- We understand that Substitute Advocates may be juggling the requirements of other jobs or school, and that their schedules and or other priorities may not permit them to take a particular shift. More flexibility in this role than other roles in refusing to take a particular shift.
- Will be contacted by Shelter Leadership via email or text immediately upon the need to fill a shift due to an unexpected staff absence or illness. The shift will go to the first Substitute Advocate who offers to take the shift.
- Will be contacted regularly via email with vacant shifts due to scheduled vacations and federal holidays that still need to be filled. These emails will go out to the entire pool of Substitute Advocates. Shifts will go to first respondents and will be divided as evenly as possible when multiple Substitute Advocates respond promptly.

Essential Functions:

- Provides crisis intervention, information, referrals, advocacy, and emotional support on a regular basis by phone and in-person to residential and non-residential clients, including crisis hotline callers and walk-ins.
- Conducts client intakes, new resident orientation, policy contracts, and client exits.
- Performs recordkeeping functions pertaining to clients in shelter programs, including data collection, reporting, and case notes.
- Maintains current knowledge of interpersonal abuse.
- Responds to the safety and welfare of the residents of Crossroads' Emergency Shelter.
- Maintains care of the facility by reporting needed repairs and health/safety hazards to the facilities manager.
- Assists in maintaining the shelter and helps ensure the readiness of rooms for occupancy. This includes minor maintenance, necessary cleaning, laundry, stocking of linens and supplies, sanitation of surfaces, and other chores.
- Maintains supply of forms and handouts, assembles client files and folders.
- Assists in gathering of statistical data on program activity.
- Performs related duties as assigned by Leadership.

Qualifications

- A 30 hour paid training provided by Crossroads Safehouse is mandatory.
- Knowledge concerning domestic violence.
- Ability to effectively deescalate crisis situations.
- Knowledge of local community and human services resources.
- Ability to lift up to 40 pounds.
- Ability to climb one flight of stairs.
- Effective written and verbal communication skills.

Experience and Training

- Experience in human services or related field preferred.
- Bilingual Spanish/English a plus.
- A third or fourth year student working toward a Bachelor's Degree in Human Behavioral Science or related field.

No person in the United States shall, on the basis of actual or perceived race, color, religion, national origin, sex, gender identity (as defined in paragraph 249(c)(4) of Title 18, United States Code, sexual orientation, or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or employment of Crossroads Safehouse.