

FORT BEND WOMEN'S CENTER, INC.
JOB DESCRIPTION

RESIDENT ADVOCATE

****3 pm – 11 pm****

REPORTS TO: Program Manager

STATUS: Full-time; Non-exempt Hourly: DOE

RESPONSIBILITIES:

Assist with the overall functioning of the shelter. To provide incoming shelter client eligibility screening, support, crisis intervention, information and additional service coordination (such as transportation and dispatching hospital accompaniment response team) for survivors of family violence and sexual assault on the 24-hour hotline. Calls for donations and administrative inquiries will also be handled.

DUTIES:

1. Model FBWC core values: Service, Passion, Integrity, Respect, Innovation and Teamwork
2. Provide crisis intervention and support to incoming hotline callers and shelter residents.
3. Oversee and participate in intake process, ensure that documentation is completed correctly, and appropriate procedures are followed.
4. Maintain shelter log and required documentation, including hourly entries pertaining to shelter activities and other happenings.
5. Ensure that clients and volunteers adhere to shelter policies, procedures and schedules at all times.
6. Handle up to four incoming calls at once, have good listening skills, be a team player, be flexible, respond to clients / callers with courtesy, and project a caring attitude.
7. Maintain confidentiality of the shelter and clients served.
8. Provide incoming shelter client eligibility screening and answer calls from family violence survivors (who have had an incidence of family violence within the year).
 - What is their situation?
 - Are they currently in a safe place?
 - Do they have transportation?
 - Can they get their ID, Social Security cards and any other important documents?
 - Coordinate the emergency transportation of the survivor from the police department.

9. Provide information and referrals, as well as additional service coordination such as transportation and dispatching the hospital accompaniment response team (HART).
10. Monitor shelter security cameras.
11. Relay information for tours, events, etc. to the appropriate staff member to ensure that there is proper staffing, supplies, etc.
12. Handle calls for donation and administrative inquiries.
13. Take messages and ensure that they are relayed to the appropriate staff member.
14. Oversee upkeep of the shelter, supervise clients in assigned chores.
15. Train volunteers to work on the hotline.
16. Attend weekly staff meetings while on or off duty.
17. Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in a social services field of study preferred.
- 2-5 years related experience or customer service background.
- Bilingual (Spanish / English) preferred.
- Proficient level Microsoft office skills; ability to accurately enter data into a program.
- Proven ability to work with people from all socioeconomic backgrounds and possess fundamental skills in crisis intervention and assessment.
- Must have a valid Texas driver's license with required auto liability coverage; pass a criminal background check, and a drug screening.
- Able to lift a minimum of 50 lbs.

HOURS: 40 hours per week; 3 pm –11 pm shift

BENEFITS: Medical, dental and vision insurance options, paid time off (PTO), life insurance, 403(B)

Acknowledgement: _____ Date: _____