

Lorain County Safe Harbor

EMPLOYMENT OPPORTUNITY

Lorain County Safe Harbor is a non-profit domestic violence, human service, and social change agency, providing emergency confidential shelter and a wide variety of community-based intervention, education, support, and prevention services throughout Lorain County.

JOB TITLE: Shelter Advocate
FLSA STATUS: Exempt, Full-Time, Part-Time, PRN, Hourly
LOCATION: Emergency Shelter

EXPECTATION OF ALL EMPLOYEES

To support Lorain County Safe Harbor's mission and values by exhibiting the following behaviors: confidentiality and respect for all survivors, Trauma-Informed Responses and Approaches, service excellence and job competence, collaboration and team player, and commitment to our community. All employees of Lorain County Safe Harbor serve as role models of work and behavior standards for all victims & survivors in and outside of the workplace including social media profiles and any other forums.

Key Responsibilities:

In-House Responsibilities:

- Conduct in-house intake interviews
- Linkage duties including needs assessment, goal setting, and goal evaluation
- Make referrals and advocating for clients to secure appropriate services and resources for mental health services and social services
- Facilitate peer group sessions
- Individual crisis coaching

Crisis Telephone Responsibilities:

- Crisis support and linkage with Emergency Stabilization Services
- Provision of information and referrals including linkage to mental health and social service agencies
- Conduct telephone intake screenings

Additional Responsibilities:

- Provide transportation to clients
- Maintenance of shelter including conducting a daily shelter tour and reporting needed repairs and/or health and safety concerns in the log book
- Complete record keeping tasks and maintaining client's files
- Attend all scheduled staff meetings and/or in-services/Fundraisers/Board Events
- Run agency errands, including donation pick-ups and grocery shopping
- Participate in activities that promote the agency in the community
- Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- General knowledge of domestic abuse, sexual abuse, social services, community organizations, and health services;
- Ability to establish and maintain professional boundaries in working with clients.
- Ability to remain calm in crisis situations;
- Excellent interpersonal and communication skills;
- Caring, honest, and cooperative nature;
- Supportive, sensitive, and empathetic personality;
- Strong problem solving skills;
- Ability to be flexible;
- Ability to provide responsive services to a diverse population of program participants;
- Ability to maintain a positive attitude;
- Ability to work collaboratively and independently;
- Ability to respect confidentiality of information learned through providing services; Consistently represent the mission and philosophy of the agency; and
- Maintain effective and cooperative relationships with community partners, participants, other employees, and volunteers.

COMPETENCIES:

- Respectfulness & Relationship Building: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Commitment to Quality Service: Builds and maintains client/community satisfaction with the services offered.
- Team Focused & Collaborative: Promotes cooperation and commitment within a team to achieve goals and objectives.
- Self-Accountability & Work Standards: Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- Stress tolerance & Unflappability: Maintains composure in highly stressful or adverse situations.
- Professionalism and Personal Boundaries: Conducts self within appropriate and expected professional boundaries and policies.
- Conflict Management: Helps others to effectively resolve complex or sensitive disagreements or conflicts.
- Valuing Diversity: Helps to create an environment that embraces and appreciates diversity.
- Confidentiality, Integrity, Ethics and Trust: Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

Minimum Requirements:

- Bachelor's Degree or equivalent life experience in human services
- Valid Ohio driver's license and insured, reliable transportation
- Must be able to successfully pass a background check
- Must be able to lift and carry items weighing up to 50 pounds
- Excellent written and verbal communication skills are a must
- An understanding of trauma and trauma-informed care is necessary
- Strong conflict management skills
- An appreciation for the importance of maintaining strict confidentiality
- Basic computer skills, including simple database usage, Microsoft Word programs, and internet research abilities
- Ability to multi-task and pay attention to details
- Ability to show care and compassion, by empowering and inspiring

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Bi-lingual candidates are strongly encouraged to apply

Lorain County Safe Harbor provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age disability or genetics. In addition to federal law requirements, Lorain County Safe Harbor Genesis House complies with applicable state and local laws governing nondiscrimination in employment in every location in which the agency has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time with or without notice.