



Job description for the position of  
**SHELTER ADVOCATE**



newhouse

## POSITION SUMMARY

Provide 24-hour shelter coverage, providing advocacy and crisis intervention services for clients while providing a safe, structured, and supportive environment for residents and children coming into shelter. Supplying crisis intervention and emotional support to clients, answering the crisis hotline, resource referrals, intake interviews, providing basic needs, safety planning, while monitoring the safety and security of the shelter, ensuring the cleanliness and sanitation of the shelter, and carry out scheduled activities for the residents.

Reports directly to the Assistant Advocacy Manager.

Starting Salary: \$17/hr + fulltime employees are eligible to receive health and vision benefits, 401(k) (following a qualifying period), and a generous PTO package.

Qualified applicants for this position will have availability to work the following shifts:

- **Full-Time Overnight:** Saturday through Wednesday (shift ending Thursday morning) // 11 p.m.-7:00 a.m.
- **Full-Time Overnight:** Thursday through Sunday (shift ending Monday morning) // 11:30 p.m.-7:30 a.m.
- **Part-Time Day:** Saturday-Monday 7:00 a.m. – 3:30 p.m.
- **Part-time Afternoon:** Thursday – Sunday 3 – 11 p.m.
- **PRN:** Pick up shifts on an as needed basis. Needs will be communicated to the team weekly. Minimum requirement of one 8-hour shift/month.

## PRINCIPAL ACCOUNTABILITIES

- Answer the 24-hour crisis hotline. These calls include providing crisis intervention, resource referrals, and admittance into shelter.
- Monitor safety and security of shelter residents, volunteers, and staff.
- Follow all policies and procedures. These are subject to change based on grants, staffing needs, the current environment, etc.
- Assign room and bed linens to each incoming family.
- Establish a warm, caring, and supportive atmosphere for residents and children coming into shelter.
- Perform intake interview with all incoming residents upon arrival.
- When working with clients entering shelter all Advocates must:
  - Complete orientation to include going over the Shelter Rules and Resident Handbook
  - Make sure that each resident is offered a physical copy of the handbook
  - Document the arrival of resident in the end of shift notes
    - Update the bed board to reflect the current number of residents

- Give the new resident a tour of the facility and inform them of services available
- Enter client data into Newhouse’s computerized database system, Apricot.
- Maintain all written records as required.
- Implement all house rules and policies. This includes clearly communicating the expectations to the residents living in the house.
- Check resident chores daily.
- Complete daily meal counts.
- Provide ongoing emotional support to residents.
- Keep bed board updated throughout shift.
- Provide a resident with special accommodations if they have an injury, special need, disability, illness, etc. This includes, but is not limited to, TTY, disabled room accommodations, lower bunk access, interpreter, medical care, etc.
- Obtain signatures from each adult resident in shelter on the bed night sheet to verify their continued bed occupancy.
- De-escalate residents that may be triggered or experiencing a PTSD flashback possibly using DBT skills or a trauma-informed approach.
- Complete the shift checklist and/or listed projects.
- Provide any required materials for/or prepare any scheduled activities for residents.

## KEY PERFORMANCE AND SKILLS NEEDED TO ACHIEVE GOALS

<b>Flexibility + Adaptability</b>	Is open to new ways of working, ideas and processes. Adapts quickly and effectively to new environments, people, and responsibilities. Readily adapts to stressful situations and factors outside of their control.
<b>Team Building</b>	Communicates the vision and objectives through behaviors and actions. Encourages and supports individuals through change. Fosters an environment that encourages sharing ideas and accomplishing goals as a team.
<b>Boundaries + Self Care</b>	Models appropriate boundaries with residents, staff, and visitors. Maintains appropriate work and personal life boundaries; actively practices self-care and seeks assistance when feeling overwhelmed.
<b>Communication (Verbal + Written)</b>	Expresses views constructively in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly and promotes an exchange of ideas. Is an effective listener – listens openly without interrupting. Shows tact, courtesy and diplomacy in dealing with others. Delivers information effectively in a variety of formats. Is succinct in communications, recognizing time is a valuable resource for all.

<b>Documentation</b>	Exhibits a clear understanding of the importance of documentation. Is able to efficiently navigate the organization's database and completes documentation in a timely manner.
<b>Relationship Management</b>	Uses appropriate interpersonal communication methods to work effectively with peers, residents, and community organizations to meet mutual goals and objectives, builds networks to obtain cooperation. Understands that the environment at Newhouse is one of trauma healing and recovery and interactions with our residents need to be handled sensitively and with a Trauma Informed Care lens.
<b>Decision Making + Problem Solving</b>	Obtains information and identifies key issues relevant to long-term goals. Actively plans, leads and develops with others for the success of the program. Diligently thinks through problems and can select appropriate alternative courses of action to create a solution.
<b>Stress Tolerance</b>	Is even-tempered and keeps control of their emotions and behaviours, even in high-pressure situations. Maintains a positive attitude despite stress and frustration. Works effectively under pressure and approaching deadlines. Has a calming influence on others in stressful situations.
<b>Financial Management</b>	Demonstrates an understanding of fiscal responsibility and the impact of budget performance on the operation. Monitors spending and tracks expenses appropriately against the budget. Participates in developing department budget and proposing team structure and salaries.
<b>Creativity + Innovation</b>	Recognizes and generates innovative solutions to challenges (thinks "outside the box"). Seeks to challenge the status quo and traditional assumptions to improve service delivery, efficiencies, and effectiveness. the way things are done. Fosters a working environment that encourages creative thinking and innovation. Is not afraid to take calculated risks and learn from mistakes. Balances creative thinking with practical application.
<b>Confidentiality</b>	Properly maintains the privacy of all client's personal information and readily adapts to new procedures to ensure confidentiality is achieved.
<b>Change Management</b>	Continuously seeks and encourages others to seek opportunities for different and innovative approaches to addressing organizational challenges, advocates the need for self or others to seek a better way to address work processes.
<b>Functional Expertise</b>	Has the functional competence (skills & knowledge) to be effective in their job. Keeps up to date with ongoing learning/studying. Actively seeks

	assignments and other on-the-job opportunities to improve self. Shares competence willingly with others.
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## WORK CONDITIONS

Physical requirements are those present in normal office environment conditions. Employee is required to sit at a desk and work at a computer for long periods of time. This position requires walking, sitting, standing, and climbing stairs. Operational flexibility is required to meet sudden and unpredictable needs. The physical demands and characteristics of the work environment expected are typical of those in an office setting, however, additional functions may be required to meet the needs of our clients. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to lift and carry 20 lbs.; climb stairs, sit for short or extended periods of time, be exposed to people from varying backgrounds and health conditions, and must be able to maintain composure in stressful situations.

\*This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and employee, and it is subject to change as the needs of the employer and the requirements of the job change.

## EXPERIENCE, ABILITIES + QUALIFICATIONS

- Knowledge and understanding of domestic violence through educational and/or experiential learning.
- Care and concern for adults and children coming from abusive homes.
- Ability to effectively organize and prioritize tasks, details, and assignments to meet deadlines.
- Proven history of self-directed work to improve processes, client experience, and overall operations.
- Must possess executive maturity, sound judgment, a professional appearance, and act as a team player.
- Demonstration of integrity, honesty, and high ethical standards.
- Efficient and keen interpersonal skills, being sensitive to our Trauma-Informed Care model.
- Alignment and adherence to the Newhouse mission, vision, values, and organizational culture.
- Knowledge and practice of non-violent methods of regulation and behavior correction.
- Willingness to explore community resources that are available to support families in shelter.
- Adaptability and flexibility in unpredictable or high-stress situations.
- Ability to use basic computer programs and enter accurate and timely information into our shelter database.

## AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

## EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires, and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications, and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

**Please submit a resume and cover letter to our team at [apps@newhousekc.org](mailto:apps@newhousekc.org). Please put "Shelter Advocate Position" in the subject line of your email.**

**Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.**

I have read and understood the duties and expectations as described in this position description.

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Employee Name

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Date