

Saving Grace Job Description



POSITION: Weekend Shelter Coordinator and Lead Advocate
REPORTS TO: Shelter Manager
STATUS: Full-time, Non-exempt
OBJECTIVE: Support weekend operations and advocacy of emergency sheltering program
WAGE: \$21.95+/hr depending on experience, plus generous benefit package

DUTIES:

Responsibilities include but are not limited to:

ADVOCACY SUPPORT ROLES & RESPONSIBILITIES

1. Provide guidance as needed for day-to-day advocacy and sheltering.
2. Address resident complaints and/or problems; resolve concerns with residents.
3. Train and support team members to resolve client problems.
4. Ensure client needs are being met by collaborating with and directing advocates.
5. Provide feedback and ongoing training to Advocate Team.
6. Communicate staff needs for additional guidance or support to Shelter Manager.
7. Facilitate weekly Team meetings (on rotating basis with manager)
8. Promote cultural inclusion.

WEEKEND SHELTER COORDINATION:

1. Ensure weekend shelter staff are supported by being the first line of contact for client staffing.
2. Maintain the weekend staff scheduling, filling in absences as needed.
3. Meet with Shelter Coordinator and Shelter manager on a regular basis to ensure the full shelter team is well supported and working cohesively.
4. Provide emotional support to weekend advocates and conduct bi-weekly check ins.
5. Assist team members in sharing client workload and related duties.
6. Communicate client needs to the advocate team.
7. Train and support weekend advocates.
8. Support shelter manager with interviewing, hiring, and training employees.
9. Support Shelter Manager in training new employees in areas such as philosophy, agency policy, procedures, and community resources.

COMMUNITY RELATIONS & FUNDRAISING:

1. Serve on community committees/teams as requested. Advocate with community partner agencies as needed.
2. Model agency mission and philosophy; serve as liaison to community organizations and committees and task forces, service providers and general public.



3. Provide outreach. Ensure outreach is designed to increase access and awareness for potential victims regarding dating violence, intimate partner violence and sexual assault.
4. Make presentations to volunteers, professionals and community groups.
5. Promote social change ending violence against women and other vulnerable populations.

DIRECT SERVICE:

1. Provide services to intimate partner, sexual assault, stalking, and trafficking survivors. This includes crisis counseling, in-person crisis response, follow-up after crisis response, safety planning, support groups, transportation, legal services, emergency assistance, court advocacy, information and referrals, sheltering, etc.
2. Participate with other staff on hotline, back-up and chatline; answer office phones as needed.
3. Network and advocate for survivors' needs with other community agencies.
4. Coordinate with other teams and service areas to collaborate on client care.
5. Ensure that all requests for services via email have been responded to.

ADMINISTRATION:

1. Keep accurate statistical records of services provided.
2. Provide assistance with grants and statistical reports, as required.
3. Assist Shelter Manager with updating shelter rules and intake
4. Maintain signage in office and in the shelter.
5. Coordinate and maintain office appearance and upkeep.

EDUCATION and/or EXPERIENCE

One to two years working in family violence or related social services experience and/or training; experience with team leadership and/or program coordination; or equivalent combination of education and experience.

PREREQUISITES

1. Ability to work with a broad range of people from diverse backgrounds and life experiences.
2. Flexibility and sense of humor.
3. Ability to organize program details.
4. Ability to work under stress and respond effectively to crisis situations.
5. Ability to demonstrate initiative and handle a diverse workload.
6. Good problem solving skills.
7. Reliable, responsible, energetic.
8. Ability to practice and demonstrate good self-care to address job stress.
9. Proficiency on appropriate software and Internet.

REQUIRED FOR HIRE

1. Complete Saving Grace 40+-hour training.
2. Pass criminal background check, other background checks as required.
3. Sign binding confidentiality agreement.
4. Valid Oregon Drivers License and reliable, insured vehicle.



Saving Grace 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, Saving Grace complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities.