

Position Title: **Overnight Hotline & Shelter Advocate**
Direct Supervisor: Emergency Shelter Program Coordinator

Full-time Position

I. GENERAL DESCRIPTION

The Overnight Hotline & Shelter Advocate will be responsible for coordinating shelter management and client related activities three nights per week. Additionally, this position shares responsibility for on-going data entry and tracking for emergency shelter residents. This position is directly supervised by the Emergency Shelter Program Coordinator and works both independently and collaboratively towards the mission and vision of the organization.

II. MUTUAL RESPONSIBILITIES

- A. Conduct all employment related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by the policies and procedures outlined by the WRC.
 - B. Attend weekly or bi-weekly staffing meetings as assigned and remain engaged in the larger WRC team of professionals, working both independently and collaboratively to support the success of clients and overall WRC programming.
 - C. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate with the supervisor clearly and in a timely manner any issues of performance.
 - D. Participate in day-to-day Shelter Operations to include room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
 - E. Carry out other duties as assigned by direct supervisor or the Executive Director.
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III. JOB RESPONSIBILITIES

A. Direct Services

- 1. Answer hotline and provide crisis intervention and other appropriate services to callers.
 - 2. Provide trauma-informed crisis intervention services and support to emergency shelter clients.
 - 3. Conduct intakes for new residents. This includes room assignment and preparation, shelter tour, reviewing paperwork and crisis intervention.
 - 4. Assist emergency shelter clients and hotline callers with referrals to WRC and outside community services.
 - 5. Respond to emergency situations with shelter residents and Cornerstone residents in a timely manner. This includes checking on the situation face-to-face, and possibly calling 911, Staff on call, or other available assistance.
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B. Shelter Coordination

- 1. Complete a morning update daily and distribute to appropriate staff.
 - 2. Ensure overall cleanliness of the emergency shelter, including the outside community space.
 - 3. Facilitate heat treating process of all required items (including for new intakes and current shelter residents).
 - 4. Check all locks on doors and windows and adjust the security alarms according to the set schedule.
 - 5. Do a walk-through of the entire shelter at least twice during the course of each nightly shift.
 - 6. Conduct weekly house meetings and weekly planned/topical group activity nights.
 - 7. Assist with the on-the-job training of new Crisis Intervention workers.
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C. Grants Management

1. Review relevant workplan(s) with Program Coordinator semi-annually.
 2. Ensure ongoing implementation and evaluation of workplan(s).
 3. Complete and submit regular grant reports as directed.
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D. Program Reporting System

1. Enter in a timely and accurate fashion all hotline calls into VaData. Enter other VaData as necessary.
 2. Track, gather, and compile shelter and hotline statistics as directed.
 3. Maintain appropriate records and statistical information.
 4. Ensure that service data is entered into Vadata weekly.
 5. Collect ongoing program statistics and report to Program Coordinator monthly.
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IV. QUALIFICATIONS

- A. High School diploma and some related experience.
 - B. Must have an understanding of the issues of sexual and domestic violence.
 - C. Ability to provide trauma-informed crisis intervention.
 - D. Ability to work independently.
 - E. Ability to lift and move shelter supplies up to 20 lbs and go up/down stairs.
 - F. Ability to utilize computer programs including word-processing and spreadsheets.
 - G. Ability to deliver WRC services in a culturally sensitive manner.
 - H. Ability to remain patient, calm, and professional when working in crisis situations.
 - I. Ability to work some daytime and holiday hours.
 - J. Must have reliable transportation.
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Certification of receipt of this job description

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Executive Director Signature _____ Date _____