



**Job Description: Residential Advocate**  
**Reports to: Shelter Coordinator**

**Qualifications**

1. High School diploma or equivalent, some college preferred, life experience will be taken into consideration.
2. Ability to relate to individuals and groups in an empathetic, non-judgmental manner, possessing maximum insight and self-awareness to be confident in the role, with knowledge of personal capabilities and limitations.
3. Knowledge of dynamics of family violence and the problems that victims of domestic and sexual violence face.
4. Leadership skills.
5. Possession of a valid S.C. driver's license and an automobile which can be used during working hours.
6. Ability to work flexible hours including nights, weekends, and holidays.

**Responsibilities**

1. Phone, In-takes and Exits
  - a. Answer crisis line, within 3 rings
  - b. Fill out in-takes and exits, as needed
  - c. Issue linens, clothing and personal care items, as needed
  - d. Assign rooms and give tour of shelter
2. Provide individual and family support for victims of domestic and sexual violence.
3. Complete monthly and quarterly program reports to funding sources.
4. Provide 24-hour back up to volunteers and staff who may not be able to meet scheduled commitments or who need assistance with in-take procedures and problems at the shelter.
5. Maintain accurate and current case files and complete necessary reporting forms
6. Attend staff and supervisory meetings as scheduled.
7. Maintain effective and cooperative relationships with agency staff and volunteers.
8. Develop progression techniques and skills by attending workshops and reviewing literature.
9. Assist in training volunteers who assist in achieving Safe Passage's objectives.
10. Perform all other duties as assigned.

**In addition to the above responsibilities all employees of Safe Passage:**

- Must demonstrate respect for the dignity and equality of all people.
- Maintain standards of confidentiality in accordance with Safe Passage's Policies.
- Display a commitment to the mission of the agency and adhere to all policies and procedures.
- Staff must present a positive public image of the program through a high level of professionalism.
- Have the ability to travel, work flexible hours and to maintain a positive leadership role.

**THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT.**