

HEALING ABUSE WORKING FOR CHANGE
Shelter Advocate
Job Description
September 10, 2021

Healing Abuse Working for Change, Inc., creates social change by taking action against personal and societal patterns of violence and oppression. For the past 43 years, HAWC has provided free services and support to survivors of domestic abuse on Massachusetts' North Shore to help them make informed, independent decisions about their futures. More information is available at www.hawcdv.org.

General Description:

HAWC is seeking to fill two shelter advocate positions with hours scheduled 8am-4pm and 12pm-8pm Monday through Friday. This full-time position provides services to survivors of domestic violence in our Emergency Family Shelter Program, providing advocacy with outside agencies and within the program, facilitating groups for families and individuals in the shelter, assessing and referring to appropriate services and accompanying families and individuals to provide advocacy and support in appointments when needed. This position is benefitted and non-exempt with compensation of \$17/hour (\$17.72 for bilingual individuals). The position is scheduled for 40 hours per week with additional hours possible, as needed.

Qualifications and Requirements:

- Direct service advocacy and/or case management experience
- Experience in designing and/or facilitating educational support groups
- Experience navigating service systems, including housing, mental health, medical, legal and/or school systems
- Sensitivity to the unique concerns of survivors of domestic violence; commitment to survivors to promote healing from experiences of domestic violence
- Excellent interpersonal skills, including verbal and written communication
- Ability and willingness to work effectively with participants of diverse backgrounds and experiences
- Strong crisis intervention and active listening skills; commitment to learning and utilizing trauma-informed practices of client engagement and advocacy
- Commitment to working collaboratively with shelter team members and agency leadership
- Flexibility to meet individual needs of clients and collective needs of shelter teammates
- Proficient in basic computer and data-entry skills
- Bilingual Spanish-English/Bicultural preferred

Position Responsibilities:

- Screen prospective clients to ensure the shelter program is an appropriate fit for their needs; complete intake in trauma-informed manner
- Maintain a caseload of individual/family participants of the shelter program, typically meeting with clients at least once per week and providing advocacy support between formal meetings
- Provide support, crisis intervention, advocacy and information to the participants at the shelter
- Empower clients to make safe, supportive choices for themselves and their families
- Make appropriate assessments and referrals to agencies and services, both within HAWC and with other community providers
- Communicate in a thoughtful and professional manner with collaborating agencies, such as DTA, DCF and other community providers
- Ensure safety and consistency of shelter operations including oversight of client program requirements and safety protocols

- Support clients with children to ensure they have the parenting support they need and connect children with services that promote healing and resilience
- Maintain logs, files and other paper documentation
- Ensure accurate and thoughtful entry of data into Empower electronic database system
- Participate in development of and facilitation of support/education groups within the shelter program
- Prepare, clean and inspect rooms for incoming and exiting participants
- Maintain cleanliness and organization of staff office/bathroom/fridge and shared common areas
- Attend regular supervision, shelter team meetings, monthly all-staff meetings, and other meetings as required
- Make site visits to other agency locations and any additional trainings required
- Accompany clients to appointments when necessary
- Participate in coverage of HAWC's 24/7 emergency hotline
- Complete 30-hour HAWC pre-service training
- Ensure completion of other responsibilities as required by the Shelter Director
- Position is salaried; able to flex hours to meet position responsibilities

HAWC is an Equal Opportunity Employer. HAWC does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status or genetic information. Survivors, people who are bilingual/bicultural, persons of color, people with disabilities and members of the LGBTQ+ community are strongly encouraged to apply.

Please email cover letter and resume to Bianca Cruz at Biancac@hawcdv.org with "Shelter Advocate" in the subject line, or mail to:

HAWC

Attn: Shelter Manager

27 Congress St. Ste. 204

Salem, MA 01970