



HEALING ABUSE WORKING FOR CHANGE

Shelter Relief 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 40 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 one advocate position with hours scheduled for 8am-6pm on Saturdays. The Shelter Relief Advocate provides services to survivors of domestic violence in our Emergency Family Shelter Program. This role provides direct, on-site support to individuals and families, ensuring participant safety and adherence to shelter policies, participant access to resources and ongoing communication with other members of the team and agency. This position is compensated hourly with non-exempt compensation of \$15.00/hour (\$15.72 for bilingual individuals). This position is scheduled for 10 hours per week with additional hours possible, and requires working weekends, holidays and overnight shifts.

Qualifications:

- 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
- Proficient in basic computer and data-entry skills
- Direct service advocacy and/or case management experience
- Bilingual Spanish-English/Bicultural background preferred

Position Responsibilities:

- Ensure safety and consistency of shelter operations including oversight of client program requirements and safety protocols
- 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
- Screen prospective clients to ensure the shelter program is an appropriate fit for their needs; complete intake in trauma-informed manner
- Support clients with children to ensure family safety
- Maintain clear professional boundaries with shelter staff and clients
- Maintain logs, files and other paper documentation
- Ensure accurate and thoughtful entry of data into Empower electronic database system
- Complete census updates online
- Prepare, clean and inspect rooms for incoming and exiting participants

- Maintain cleanliness and organization of staff spaces and shared common areas
- Participate in coverage of emergency hotline while on shift
- Complete 30-hour HAWC pre-service training
- Ensure completion of other responsibilities as required by the Shelter Director
- Position requires the ability to go up and down stairs throughout shift and light lifting as necessary

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 Relief Per Diem" in the subject line, or mail to:

HAWC

Attn: Shelter Manager

27 Congress St. Ste. 204

Salem, MA 01970