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## **Residential Relief Advocate**

### **Description**

This position reports to the Residential Director at Roots of Courage, House of Hope and/or GOALS. This position provides safety, structure, crisis intervention, advocacy, and non-therapeutic counseling for adult clients and children in one or more residential shelters.

This is an on-call, non-exempt position with a hiring pay rate of \$18.72 per hour. This position takes place in one or more residential programs with Family Tree with varied hours including days, evenings, holidays and weekends.

### **Essential Duties/Responsibilities**

Provide individual, group, and family advocacy to shelter residents. Assist with processing their feelings, learning appropriate coping skills, and safety planning (when applicable). Maintain confidentiality of shelter, employees, and client information per Family Tree policies, state and federal laws protecting victims of domestic violence when working with survivors. Complete documentation, log entries, data entry, maintain case notes, statistics and other written information regarding client issues. Provide information, referral, and advocacy to shelter clients and crisis call clients. Follow Family Tree child abuse reporting procedures as a mandated reporter. Complete safety checks at the start of each shift and frequently throughout the shift.

### **Knowledge, Skills and Abilities**

Ability to provide advocacy, crisis intervention and milieu management through a trauma informed lens. Must have a passion for working with diverse populations of individuals and families experiencing crisis. Ability to communicate with the family unit around family communication and/or conflict on a case by case basis. Ability to assess each child's needs with regard to the effect of domestic violence and/or homelessness and knowledge to offer appropriate interventions and community referrals. Knowledge of homelessness and/or domestic violence and the impact on children, and child development. Understanding and application of generational trauma and trauma informed care. Must have strong computer skills. Understanding and application of generational trauma and trauma informed care.

### **Education or Formal Training**

Bachelor's Degree in Human Services field (or equivalent work experience) and one- year experience in Human Services field (two years preferred.)

### **Working Environment**

This position works in one or more residential shelters with individuals and families effected by homelessness and/or survivors of domestic violence and their children requiring coverage 24 hours a day 7 days a week.

### **Physical Activities**

This position requires accessing rooms that may or may not be handicapped accessible. Talking, hearing (ordinary conversation), seeing (read paperwork, computer work.) Manual dexterity sufficient to operate a computer, calculator and telephone. Physically exert force of 10-15 lbs. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: Job descriptions are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated.