

MID CENTRAL COMMUNITY ACTION, INC.
JOB DESCRIPTION

Job Title: CDV Full-Time Residential Advocate

Position Level: 3, Full-Time, Hourly, Non-Exempt

Supervision Received: CDV Shelter Manager

Supervision Given: None

Starting Wage Range: \$21.25/hour - \$21.75/hour (1st, 2nd, or 3rd shift differential applies)

Benefits:

- As of 1st day of employment: earned time off (ETO), paid holidays (12), 403(b) retirement plan participation eligibility
- Eligible on the 1st of the month after 60 days of employment: health insurance, dental insurance, vision insurance, basic term life insurance and AD&D, short term disability insurance, and voluntary life, AD&D, and long-term disability

Job Summary:

Responsible for providing quality services to individuals and families experiencing domestic violence

Specific Skills:

Dedication and commitment to victims/survivors of domestic violence:

- Provide DV education and parenting skills assistance (as applicable) to residential clients
- Offer cellular phones to victims as needed
- Work with other social service agencies to provide assistance for domestic violence victims
- Assist with public awareness activities & provide community presentations as requested
- Assist with clerical projects, shelter maintenance, donation management as time permits
- Attend conferences and workshops as designated
- Facilitating safety drills

Demonstrate effective client service delivery with sensitivity and confidentiality:

- Ability to handle stressful, crisis situations utilizing sound judgment
- Provide quality services to NH residents and hotline callers, including but not limited to, crisis counseling, safety planning, emotional support, IDVA
- Complete intakes for clients seeking CDV services
- Assist in determining Neville House eligibility and length of stay in conjunction with CDV team
- Provide an age-appropriate shelter orientation for NH adult and child residents, including but not limited to, security/safety procedures and normalization of family

services

- Request completion of departure surveys by residential clients

Ability to work in a team environment:

- Assist in completing assessments and creating/updating service plans (as needed)
- Assist in ensuring the documented progression of services needed and received
- Complete RA shift duty list (including shelter checks)
- Complete service logs and all necessary documentation during shift, complete self-check
- Assist in quality assurance as needed
- Assist in providing a safe, nurturing Neville House environment, assist with communal living issues

Effective written and verbal communication skills:

- Maintain confidentiality of all client information, staff information, and shelter location
- Participate in internal and external meetings as requested
- Participate in the appreciative inquiry process & adhere to the Gossip Free Zone

Job Specifications:

Physical Requirements: Ability to lift children up to age 4, climb stairs, and perform necessary shift duties

Educational Requirements: Associate degree or related work/volunteer experience
Other:

- Driver's license and suitable transportation; working phone
- Commitment to MCCA's vision, mission, culture, goals, and objectives.
- Any other duties as assigned and as may be necessary for the effective and efficient operation of the agency

MCCA is proud to be an equal opportunity workplace. All aspects of employment including the decision to hire, promote, discipline, or discharge, are based on merit, competence, performance, and business needs, without regard to race, sex or gender identity, mental or physical disability, religion, age, national origin or ethnicity, sexual orientation, marital status, HIV status, veteran status, or parental (or pregnancy) status.