

MID CENTRAL COMMUNITY ACTION, INC.
JOB DESCRIPTION

Job Title: Residential Advocate - CDV

Position Level: 3, Full-time, hourly, non-exempt

Supervision Received: Residential Services Coordinator

Supervision Given: None

Job Summary: Responsible for providing quality services to residential families and hotline callers

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

Mid Central Community Action is an Equal Opportunity Employer. We are deeply committed to providing a diverse and inclusive environment for our staff and clients.