

## **Relief Family Advocate with Renewal House a domestic violence shelter and program of the UU Urban Ministry**

### **Renewal House Mission**

**To provide shelter, safety and holistic support to those who have experienced the trauma of domestic violence. Through services and advocacy, we strive to address the range of issues converging in the lives of domestic violence survivors.**

Renewal House (RH) staff embody a professional attitude and approach to their work with survivors through their compassionate and empathetic presence. All RH advocates have a demonstrated ability and commitment to working cross culturally and have a commitment to an anti-oppression model of advocacy. All staff team members at Renewal House are expected to have an effective communication style, the ability to multitask, and a positive attitude.

All staff advocates must possess a willingness to learn and to be challenged in the workplace and the ability to take initiative and follow through on assigned tasks. Our advocates are team players and have a desire to be a learner as evidenced through reading articles on domestic violence and attending outside trainings on a regular basis. Advocates are encouraged to bring new ideas to their work in the shelter and in the community. It is necessary for Renewal House advocates to be organized and have the ability to prioritize tasks as they arise. Advocates must be computer literate (word processing ability, email ability, basic data entry).

RH advocates have training and experience in conflict management and mediation and have the ability to maintain clear boundaries.

#### **Role specific duties:**

- Uphold the mission and the rules of Renewal House on every shift.
- Provide advocacy and support to individuals and families.
- Answer the hotline, provide support, and referrals to callers in crisis.
- Do phone intakes with prospective residents.
- Record all hotline calls and intakes appropriately.
- Welcome new residents.
- Read the shelter log, and record your shift in the log every shift.
- Intervene in crises within the shelter as needed. Write incident reports.
- Keep the office area of the shelter tidy, cleaning and vacuuming as needed.
- Clean and prepare resident rooms when turnover occurs.
- Lead structured activities with individuals/families on longer shifts.
- Attend monthly staff meetings by phone and quarterly in person. If you cannot make the meeting, you must check in with the shelter manager that week. Three absences are permitted per calendar year.
- Complete 25 hour DV training.

Renewal House actively seeks cultural and linguistic diversity in all of its programs. Minorities, bilingual/bicultural candidates, survivors of domestic & sexual violence, and LGBTQ/T

candidates are strongly encouraged to apply. Renewal House is an affirmative action, equal opportunity employer.