



**FAMILY CRISIS CENTER  
OF BALTIMORE COUNTY**

**Position:** Resident Advocate—Essential personnel

**Employer Name:** Family Crisis Center of Baltimore County

**Location:** Southeastern Baltimore County

**Employment Terms:** Full-time, 40 hours weekly

**Hours of Work:** 7:00 AM-3:30 PM; 3:00 PM-11:00 PM; 10:30 PM-7:30 AM

**Please send a cover letter and resume to:** [employment@familycrisiscenter.net](mailto:employment@familycrisiscenter.net)

The Family Crisis Center of Baltimore County is hiring a Resident Advocate.

Our ideal candidate is non-judgmental, professional, respectful, flexible, and values confidentiality, equality, and empowerment, and has strong critical thinking and problem-solving skills. The Resident Advocate, under the direct supervision of the Shelter Manager, is required to demonstrate the ability to communicate and comprehend oral and written instructions and to provide a consistent, respectful service for all shelter residents of the domestic violence shelter.

We offer staff training, and an opportunity to be part of a well-established organization providing services to families who have experienced violence working to create a society free from violence.

**Essential Job Functions:**

- Provides direct services to shelter residents and their children including supporting a positive communal living environment, navigating the surrounding area, and safety planning.
- Assists with the daily living needs of shelter residents by providing toiletries, unlocking doors, etc.
- Completes shelter intake and orientation upon arrival of new shelter residents
- Promotes cooperative living, peer support, and resident participation in shelter programming.
- Communicates rights and responsibilities to residents as outlined in the shelter intake.
- Proactively addresses difficulties or problems that arise per agency protocol; supports residents in addressing any communal living concerns with other residents and maintains documentation of the discussions.
- Answers the agency phone, 24-hour hotline calls and conducts lethality assessments
- Creates and contributes to daily log entries to facilitate communication with co-workers regarding program updates.
- Reviews daily log entries, work email account, and other forms of team communication consistently.
- Maintains client files, agency files, statistics, forms, and other record keeping as required.
- Completes all paperwork and entries into the client records database by the end of each shift.
- Packs client belongings as needed; cleans/sanitizes rooms after clients exit; prepares room for next client.

- Performs routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter facility. Addresses emergency facilities issues as they arise.
- Assists with stocking, portioning, and distributing food and other supplies meant for client use.
- Receives and processes in-kind donations.
- Maintains shelter office space in accordance with Shelter Program procedures.
- Completes and files appropriate request forms to address maintenance and security issues as they arise.
- Maintains strict standards of confidentiality.
- Utilizes critical thinking skills, exercises appropriate personal responsibility, and retains a positive outlook amidst challenging circumstances.
- Attends agency meetings as required, including shelter team meetings and all-staff supervision meetings.
- Attends trainings and continuing education activities as assigned.
- Performs other duties as assigned.

**Minimum Education Required:** Minimum of high school diploma or equivalent.

**Minimum Experience Required:** No prior experience required; previous experience in domestic violence agency preferred.

**Values & Skills Needed:**

- Bi-lingual, Spanish and English preferred
- Knowledge about interpersonal violence and abuse
- Communication skills (written and verbal, conflict resolution)
- Client interactions (relationship building, partnering with client in process)
- Administrative (documentation and record keeping)
- Ability to work independently as well as in collaboration with teammates

**Physical Requirements and Working Environment:**

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard reach, stoop kneel to install computer equipment, pull a cart that may weigh up to 50 pounds.
- Light to moderate lifting is required up to 30 pounds
- Regular, predictable attendance is required
- Tolerates moderate noise (residents talking, children playing, phones ringing)
- Ability to maintain composure in shelter work environment

**Must have valid:**

- Criminal background check
- State issued identification
- Professional references