

## **Residential On-Call Advocate**

[Howard County Maryland, MD](#) • Residential

### **Description**

**Victim Advocates** are responsible for providing advocacy, support, client management, and case management services to Residential Clients living in the Safe House, a 24-hour emergency shelter for individuals and families fleeing domestic violence, sexual violence, and human trafficking. HopeWorks' Staff, Board and Volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate will have an understanding of the root causes of sexual and intimate partner violence and a commitment to social justice.

### **Requirements**

#### **Minimum Qualifications:**

- Bachelor's degree in psychology, human services, social work or related field (preferred but not required)
- Experience in human shelter services, social work or related field and/or two years related experience
- Previous experience working with gender-based violence and/or human trafficking
- Previous shelter, family violence or sexual assault experience (preferred)
- Required to work once a month or more to cover open Residential shifts
- Team oriented and able to implement a survivor-centered approach to providing services
- Oral and written fluency in Spanish, Korean, Urdu or French (preferred but not required)
- Excellent oral and written communication skills
- Passionate about the mission and philosophy of HopeWorks
- Demonstrated commitment to HopeWorks' social justice framework
- Current driver's license and reliable transportation with up to date insurance
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software
- Ability to complete tasks with minimal supervision
- Experience, ability, and willingness to work as a team with diversified staff
- Able to implement a strengths-based approach to providing trauma-informed services

#### **Essential Duties and Responsibilities:**

##### **ADVOCACY/CLIENT CARE**

- Required to work once a month or more to cover open Residential shifts
- Provide day-to-day support to Residents in emergency shelter
- Complete assessments, intakes, exits as needed – managing related documentation with accuracy and timeliness
- Actively safety plans with hotline callers and current clients
- Able to effectively de-escalate clients and mediate conflict between clients
- Advocate with other agencies on behalf of clients

- Assist in the completion of public benefits, housing and other applications as needed
- Facilitate weekly house meetings and/or skill development workshops focused on increasing clients' ability to work through trauma, adjust to life in shelter, and move towards independence
- Utilize the agency vehicle to provide transportation to clients as needed

#### PROGRAM MANAGEMENT SUPPORT

- Required to work once a month or more to cover open Residential shifts
- Accurately complete client paperwork and compile reports as needed
- Document and communicate all pertinent information/issues for the following shifts
- Conduct daily house checks and report any maintenance concerns to appropriate staff
- Attend weekly Residential Staff meetings on Wednesday's from 2pm-4pm
- Ensure that the physical appearance of all residential facilities meets agency standards regarding health, safety, and sanitation, not limited to trash removal
- Participate in regular supervision with Residential Director and Residential Manager to promote the provision of quality services
- Other duties as assigned

#### **Core Competencies:**

An individual should demonstrate the following competencies to perform the essential functions of this position:

##### **Dealing with Ambiguity**

Can effectively cope with uncertainty, change, and be comfortable in situations that do not explicitly have written standards. Tolerate and be comfortable with risk and uncertainty.

##### **Approachability**

Being accessible, consciously breaking down perceived barriers, having appropriate body language, and using verbal communication for program participants and co-workers to feel comfortable bringing and discussing feedback.

##### **Compassion**

Show kindness, care, and a willingness to help and support others, including program participants and co-workers.

##### **Problem Solving**

Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.

##### **Communication: Oral and Written**

Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.

##### **Judgment**

Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely decisions.

##### **Crisis Intervention**

Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional or behavioral distress.

### **Crisis Management**

Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.

**Commitment to Social Change and Social Justice:** Willing and able to approach their work with an understanding and appreciation of social change and social justice issues

### **Planning and Organization**

Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.

### **Professionalism**

Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.

### **Safety and Security**

Observes safety and security procedures and uses equipment and materials properly.

### **Diversity & Equity**

Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.

### **Physical Demands**

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. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

**To Apply:** Applicants must submit a cover letter or letter of interest to be considered for this position. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.