



Sheppard Pratt

Job Description

Job Title: Residential Advocate

FLSA Status: Non-Exempt

Department: Betty Ann Krahnke Center (BAK)

General Summary:

Provide support and direct assistance in a trauma informed setting to promote the health, safety and wellbeing of women and children who are domestic violence survivors. This is a position with varying schedules to include Weekends, Evenings and days; may work some holidays.

Note: Residential Advocates at BAK are essential employees and expected to report to work during weather emergencies or other unusual events. RAs must stay at the center until they are relieved by another responsible staff person, even if others are delayed. The building may not be left without responsible staff on duty at any time.

Principal Responsibilities and Duties:

1. Provides support and direct assistance to shelter residents to ensure their health and safety, which includes walking the hallways, making sure that children are safe and occupied and bathrooms and common areas are kept clean. Communicates observations and concerns to BAK team and alerts supervisors of serious incidents related to health and safety.
2. Communicates clearly when answering calls from the Crisis Center or Abused Persons Program about new admissions. Welcomes new residents to the BAK center, assists with their orientation and intake to the residential facility and provides for immediate needs; also assist with resident admissions and discharges.
3. Assists in the provision of nutritious meals and snacks for residents and children per established schedule, and assists residents in meal preparation, set up and clean up.
4. Ensures that the facility is clean and in good order, eliciting assistance from residents and other RAs to handle routine household chores. Prepares rooms that have been vacated for new residents and does laundry. Alerts the Residential Services Coordinator of need for repairs or maintenance.

5. Coordinate activities and assist residents with daily living tasks and/or concrete service plans, ensuring safety, cleanliness and order in the Center. Be responsive to moment-to-moment resident needs and act as a liaison between the resident and counseling staff.
6. Provides transportation for residents to appointments as deemed necessary in program vehicle, or with tokens and taxi vouchers. These may include court, medical appointments, social services, and housing agencies, and to pick up client belongings that were left behind.
7. Assists with Child Care duties as requested and with weekly recreational and leisure time activities at the Center. Assists with BAK's special seasonal events such as the Holiday Store, Summer Camp and Birthday celebrations.
8. Reads the current Log at the start of every shift and adds client notes, shift log notes and critical incident reports that are neat, timely and accurate. Assists at Community Meetings to discuss resident concerns and build a sense of community.
9. Provides supportive assistance to residents in developing life skills as identified in their service plan. Assists in the sorting, storing and distribution of donations to the center.
10. Other duties as assigned for day-to-day RA's. Overnight Residential Advocates in addition to the duties and responsibilities listed above, complete wellness checks and safety rounds of the facility every hour.

Knowledge, Skills, and Abilities Required:

1. High school degree required, Bachelor's degree in Social Science, Health and Human Services, Social Work, or counseling field preferred.
2. Two years' experience with mental health/substance abuse required. Domestic Violence/Shelter setting experience is a strong plus.
3. Oral fluency in Spanish preferred.
4. Must have valid driver's license with less than three points.

Working Conditions: *Note: Reasonable accommodations may be made to enable a qualified individual with a disability(s) to perform the essential functions of this position.*

1. Work occurs in a residential care environment where noise and distractions are common.
2. Work requires frequent use of a computer.
3. Work requires standing and walking for approximately 51-80% of time.
4. May be required to work evenings, weekends, and holidays to facilitate programming.

5. Must be able to lift 30 pounds, stand, sit, stoop, bend at the waist and knees and possess overall body flexibility.

Reporting Relationships:

1. Reports to the Residential Services Coordinator.

Employee Receipt:

I have reviewed this job description. I understand that it is my responsibility to ensure my understanding of these duties and determine that they accurately reflect my job requirements. If that is not the case, I understand that I must inform HR in writing of any claimed inaccuracies so that such questions can be addressed and resolved. My failure to do so will be taken as my concurring with the accuracy of my job description.

Signature (Employee) (Date)

Signature (Manager) (Date)

Approvals: Approval verified by Division of Human Resources Staff

Name	Title	Date
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Name	Title
Date	

The above statements are intended to describe the general nature and level of work being performed by positions assigned to this class. They are not construed as an exhaustive list of all responsibilities and duties of positions so classified.

Revision History

Effective Date: 8/2019
Revised: 2/14/2022 (SP formatting), 10/22