



## **The Family Crisis Center of Baltimore County, Inc.**

*The Mission of The Family Crisis Center of Baltimore County, Inc. exists to assist individuals, families, and communities in preventing and interrupting cycles of violence so all can grow stronger and move toward bold futures.*

### **RESIDENT ADVOCATE**

<b>Reports to:</b>	Emergency Shelter Manager
<b>Evaluation:</b>	Annual evaluation by the Emergency Shelter Manager
<b>Classification:</b>	Non-Exempt, Essential Personnel
<b>Hours of work:</b>	Full-Time or Part-Time
<b>Work Location:</b>	Baltimore County
<b>Hourly Rate:</b>	\$18.00/hour

### **Overview:**

The Family Crisis Center of Baltimore County (FCC) assists families as they experience the impacts of conflict and violence in Baltimore County. Our vision is to ensure every home is safe, families are thriving, and communities are strong.

### **Position Purpose:**

The Family Crisis Center of Baltimore County (FCC) is seeking a qualified Resident Advocate. In this vital role, you will be responsible for providing services to shelter residents and their children while supporting a positive communal living environment, navigating the surrounding area and safety planning.

If you are passionate about our mission, enjoy working with children, and are flexible and creative, you could be a good fit for this role.

### **Key Functions and Responsibilities:**

- Assist with the daily living needs of shelter residents by providing toiletries, unlocking doors, etc.
- Complete shelter intake and orientation upon arrival of new shelter residents
- Promote cooperative living, peer support, and resident participation in shelter programming
- Proactively address difficulties or problems that arise per agency protocol; support residents in addressing any communal living concerns with other residents and maintain documentation of the discussions
- Answers agency multi-lined telephone, 24-hour helpline and conduct lethality assessments in accordance with Emergency Shelter procedures
- Create and contribute to daily log entries to facilitate communication with co-workers regarding program updates
- Review daily log entries, work email account, and other forms of team communication consistently
- Maintain client files, agency files, statistics, forms, and other record keeping as required
- Complete all paperwork and entries into the client records database by the end of each shift



- Pack client belongings as needed; clean and sanitize rooms after clients exit; prepare room for next client
- Maintain shelter office space; perform routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter facility;
- Address and document emergency facilities maintenance and security issues as they arise
- Assist with stocking, portioning, and distributing food and other supplies meant for client use
- Accepts and processes in-kind donations.
- Assures that shelter inventory is fully stocked. If running low, the Resident Advocate will restock
- Maintain client privacy and confidentiality. Attend agency meetings as required, including shelter team meetings, all-staff supervision meetings, and 1:1 supervision
- Assist in training new Resident Advocates
- Attend trainings and continuing education activities as assigned
- Performs other duties as assigned

### **Required Education**

- Minimum of high school diploma or equivalent

### **Required Knowledge and Experience**

- Previous experience in domestic violence agency preferred
- Bi-lingual, Spanish and English preferred
- Requires strong communication skills; written and verbal
- Skills in relationship building, problem solving and conflict resolution
- Administrative (documentation and record keeping) experience
- Computer (various software and internet) experience
- Ability to work independently as well as collaborate with teammates
- Ability to remain organized and calm while under pressure
- Experience with Microsoft Word software
- Must pass criminal background check
- Demonstrated passion for the mission of the Family Crisis Center of Baltimore County

### **Working Conditions and Environment**

This position is on-site. The environment is moderately active and noisy

Shared office space with the other Resident Advocates

Hours are flexible to meet program needs

Holidays and Evenings coverage required. Depending on scheduled shifts.

### **Physical Requirements**

This position requires repetitive motion, such as standing, sitting, bending, moving, lifting up to 30 pounds and pulling a cart that may weigh up to 50 pounds.



## **Equal Opportunity Employer**

The Family Crisis Center of Baltimore is an equal opportunity employer. We value a diverse workforce and an inclusive culture. We encourage applications from all qualified individuals and do not discriminate, and will not tolerate discrimination, on the basis of race, ethnicity, color, religion, sex, pregnancy, gender, gender identity or expression, national origin, sexual orientation, age, national origin or ancestry, genetic information, political affiliation, physical or mental disability, military or veteran status, or any other protected status under federal, state or local law. Our employment decisions are solely made according to qualifications for the positions.