

The Montgomery Area Family Violence Program, Inc.
dba Family Sunshine Center

Position Title:	Shelter Services Advocate
Reports to:	Shelter Services Coordinator
Status:	Full-Time, Non-Exempt
Work Site:	Shelter
Summary:	The Shelter Services Advocate will conduct supportive services for Family Sunshine Center's Shelter clients and assist the Shelter Services Coordinator with central office operations.

Responsibilities

1. Assist in providing or arranging transportation for clients needing outside services such as legal assistance, prenatal care, mental health appointments, and documents such as birth certificates, driver's license, etc.
2. Admit new clients by reviewing records and applications, conducting intake interviews, establishing new files and conducting orientations.
3. Participate in weekly case review to ensure clients are receiving needed services.
4. Assist in answering crisis calls and completing victim shelter assessments. Provide needed resources to callers.
5. Receive and sort shelter donations.
6. Clean and disinfect bedrooms upon client discharge when normal housekeeping is unavailable.
7. Assist in facilitating day-to-day operations of central office including performing administrative functions, monitoring client access and security, and ensuring proper adherence to shelter policies and procedures.
8. Maintain an appropriate referral list of child and family resources.
9. Provide assistance in re-stocking the food pantry and procuring other shelter housekeeping items as needed.
10. Submit complete and accurate client data, statistical reports, and evaluations, on a timely basis, and comply with other reporting requirements as required by agency policies and procedures.
11. Perform other tasks as requested by the Shelter Services Coordinator.

Qualifications

- Associate degree in social services or related field preferred
- Two years of related experience in a social service environment

Knowledge, Skills and Abilities

- Ability to maintain poise and self-control in crisis situations;
- Ability to communicate with and be sensitive to the needs of people of various backgrounds;
- Ability to determine and prioritize appropriate victim services;
- Exhibits excellent interpersonal skills;

- Knowledge of current social and economic problems and the way these problems affect families and individuals;
- Ability to identify and use community resources;
- Ability to focus and prioritize multiple projects simultaneously and meet deadlines;
- Ability to develop and maintain effective working relationships with other agencies and to be cooperative in managing referrals;
- Makes good use of time and acts professionally and responsibly in all work areas;
- Exhibits strong verbal and written communication skills;
- Strong computer skills in current Microsoft applications to include Outlook, Word, Excel, PPT, and Publisher.

Travel Requirements:

- Ability to travel locally to transport clients as needed
- Ability to travel to regional and national conferences as needed.
- Valid Alabama driver's license and automobile insurance required

I have received, reviewed and fully understand the job description for Shelter Services Advocate. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.

Employee Name

Date

Employee Signature