



F.S.S.
FAMILY SUPPORT SERVICES

SAFE HOUSE ADVOCATE-EVENINGS JOB DESCRIPTION

Status: Full Time / Non-Exempt

Hours: Monday through Friday – 3:00pm-11:30pm

Reports to: Director of Emergency Housing Services

POSITION SUMMARY: Ensures the efficient daily operations of the residential safe house while ensuring safety and support for clients. The Safe House Advocate is responsible for meeting the physical and emotional needs of survivors and their children.

DUTIES AND RESPONSIBILITIES:

1. Responsible for implementing all programmatic and agency protocols as directed.
2. Monitors and reports the activities of clients in a 24-hour facility.
3. Provides for the security of the facility and safety of the residents and informs appropriate staff of concerns or needs.
4. Performs security rounds periodically throughout shift.
5. Monitors all areas of the facility for upkeep, supplies and maintenance needs and informs appropriate staff of needs.
6. Performs daily routine upkeep of the facility and grounds.
7. Manages and documents emergency situations and notifies appropriate staff.
8. Assists clients in using the computer, food activities, daily contributions (chores), and other daily program activities.
9. Assists clients in abiding by the communal living guidelines of the program.
10. Monitors self-administration of medications.
11. Monitors client interactions and provides guidance or crisis intervention as needed.
12. Maintains appropriate staff/client boundaries.
13. Responsible for ensuring clients successfully navigate the social systems in order to get the services they are requesting and helping remove any barriers.
14. Provides referrals and resources to clients
15. Upholds all laws, policies, and procedures of Family Support Services, the State of Texas, City, County, and Federal regulations.
16. Attend all meetings required.

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17. Maintains confidentiality of safe house site and clients.
18. Other related duties as required.

REQUIRED COMPETENCIES:

1. Effectively provides or ensures that active assistance is provided to clients.
2. Demonstrates effective listening skills.
3. Effectively engages client in obtaining self-sufficiency.
4. Knowledge of dynamics of domestic violence, family violence, sexual assault, and human trafficking.
5. Knowledge of impact of trauma.
6. Ability to work well independently with minimum supervision.
7. Bilingual preferred.

Crisis Intervention Techniques

1. Effectively demonstrates de-escalation of agitated clients.
2. Assesses potential crisis situations and takes appropriate action.
3. Reacts timely and logically in crisis.
4. Responds appropriately to callers on the hot line.

Hot Line

1. Effectively utilize active listening skills.
2. Provide de-escalation and crisis intervention techniques as required.
3. Implement hot line protocols including Lethality Assessment Program and Safe House intake appropriately and professionally.
4. Provide callers emotional support and validation.
5. Provide callers with non-directive/ client centered, self-determined action plans.
6. Provide clients assistance in creating a personal safety plan.
7. Provide callers with effective community resources.

Case Management

1. Demonstrates knowledge of community resources.
2. Demonstrates respect and caring to clients.

Documentation

1. Completes all documentation thoroughly, accurately, and in a timely manner.
2. Appropriately maintains accurate information in Osnum.

OTHER SKILLS:

1. Excellent written and oral communication skills
2. Highly organized and able to multitask.

3. Excellent critical thinking.
4. Knowledge of dynamics of domestic abuse/ family violence issues/ sexual assault, crisis intervention and case management.
5. Ability to work well independently and be self-motivated.

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6. Capable of working well under pressure and/or deadlines.
7. Work effectively as a team member.
8. Effective time management skills.

QUALIFICATIONS:

1. Associates degree required, Bachelor degree preferred. Equivalent experience may substitute for education.
2. Valid Texas Driver's License and proof of auto liability insurance. 3. Clean criminal background check.
4. Proficient computer skills using MS Programs. Database knowledge helpful.

PHYSICAL REQUIREMENTS:

- Ability to sit at a desk and perform routine paperwork
- Ability to communicate by telephone
- Ability to travel between assigned work sites by automobile
- Ability to lift 25 pounds

I have received a copy and have read the position description for this position.

Print Name

Signature Date

