



Residential Advocate- Shift 2

Job Details

Job Location	Education Level	Position Type
Her Well-Brookshire, TX	4 Year Degree	Part-Time
Travel Percentage	Job Shift	Job Category
Up to 25% -50%	Day/Weekend- Evenings	Nonprofit - Social Services

Description:

As the Resident Advocate, you will be responsible for overseeing the safety and security of the Samaria Campus. They are responsible for providing services including assisting clients with crisis intervention and providing information/referrals to clients. In this role you monitor security cameras and entrances/exits of the campus for individuals accessing the shelter to ensure client safety. In this role you are responsible for all incoming calls and route calls accordingly. Being an Advocate provides crisis intervention, emotional support, danger assessment, safety planning, shelter placement, and information and referral to domestic and sexual violence survivors through hospital accompaniment, 24-hour hotlines, and chat. The Resident Advocate will collaborate with our Director of Samaria, Case Managers, Resident Advocates, On-Call Hospital Accompaniment and the Executive Director. The Resident Advocate will assist with the 24-hour Hotline's needs, create community education documents and organize opportunities for volunteers to learn, connect, and see how they are making an impact in helping survivors and their families reclaim their hope, regain their voice, and resist the urge to isolate.

Schedule:

- 24 hour a week
- Thursday - Friday 6 pm- 6:30 am
- On-Call Sunday and Monday
- Local Travel: 25%

Our Total Compensation Package:

- Hourly Compensation: \$17.00
- Additional Compensation: \$10 per day for each day on-call
- Pay schedule semi-monthly
- Employee Assistance Program

Imagine a place where your skills can make a difference in people's lives. Working at the Her Well Center gives you a rewarding experience in which our employees work together to empower survivors to reclaim their hope, regain their voice, and resist the urge to isolate. We are committed to doing the work and challenging each other to be an organization where everyone is respected and heard.

Qualifications

- Bachelor's Degree in Social Science, Psychology, Counseling, Sociology, Social Work, Criminal Justice, or Public Health
- A minimum of one year of experience working with survivors of domestic and sexual violence, or social services setting working with vulnerable populations with clients from diverse backgrounds.
- Intermediate Proficiency within Microsoft Office, specifically Teams, Outlook, Excel, and Word.
- Bilingual in both English and Spanish, preferred.
- You have a valid Texas driver's license with a good driving record, reliable transportation, ability to travel to off-site locations utilizing personal transportation

Job Duties and Expectations:

- You will monitor security systems for unusual activity and provide shelter access to clients, staff, and volunteers.
- You will perform necessary shelter operations, including providing room access to the client and maintaining a Daily Activity report.
- You will enforce residential guidelines.
- You will provide crisis intervention and information/referrals to clients.
- You will provide administrative support to staff members, such as relaying messages, providing resource referrals, etc.
- You will assist in conflict resolution with the objective of modeling and encouraging positive methods of problem solving, respectful communication, and self-restraint.
- You will ensure the security and safety of the Samaria Campus and its residents when handling crisis situations.
- You will answer and route incoming calls.
- You will collaborate with Residential Mentors, Case Managers, and Hotline Advocates to provide support to clients.
- You will provide hospital accompaniment, crisis intervention, emotional support, case management, information & referral, education, support, and advocacy to survivors of domestic and sexual violence at local hospitals and via the nurse line as needed.
- You will provide crisis intervention, emotional support, case management, information & referral, education, support, and advocacy to survivors of domestic and sexual violence via 24 crisis hotline and chat as needed while on standby for hospital visits.
- You will conduct danger assessment and create safety plans with survivors in high-risk cases.
- You will communicate with on-call staff, including Supervisors, Crisis Hotline/Chat Counselors, SANE nurses, law enforcement, and community partners.
- You will coordinate shelter placement and emergency transportation of clients as needed with the Hotline and Shelter team.
- You will attend mandatory monthly meetings and training with the Manager of Hospital Accompaniment & Crisis Intervention Services, All Department Staff Meetings and/or meet as assigned.
- You will do mandatory Reporting: report suspected and prior abuse/neglect to either Child Protective Services or Adult Protective Services when appropriate.

- You will maintain sufficient inventory at all times while on-shift of information packets and clothing for clients. Supplies provided by the agency.
- Other duties/projects may be assigned. Should such duties become routine, the job description will be reviewed and revised.

When you work here at Her Well, you show survivors they matter and that we care about them. Your work at Her Well will empower a survivor and equip the community with the services Her Well provides. Together, we can help them reclaim their hope, regain their voice, and resist the urge to isolate. We strive for a common cause: ending domestic and sexual violence for ALL.