



Residential Advocate- Shift 3

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 a Resident Advocate, you will play a vital role in ensuring the safety, security, and well-being of all clients on the Samaria Campus. You will provide trauma-informed support, assist with crisis intervention, and offer information and referrals to individuals seeking help. In this role, you will monitor security cameras, entrances, and exits to ensure only authorized individuals access the shelter. You will also manage all incoming calls, responding directly or routing them appropriately to maintain smooth communication across the campus. Resident Advocates provide crisis intervention, emotional support, danger assessments, safety planning, shelter placement, and information and referral services to survivors of domestic and sexual violence. This may include hospital accompaniment, responding to the 24-hour hotline, and supporting clients through chat communication. You will work closely with the Director of Samaria, Case Managers, other Resident Advocates, the On-Call Hospital Accompaniment team, and the Executive Director. Additionally, you will assist with hotline operations, help create community education materials, and support volunteer engagement, helping volunteers connect with the mission and see the impact they make in helping survivors reclaim hope, regain their voice, and resist isolation.

Schedule:

- 24 hour a week
- Saturday- Sunday 6:30 am- 6:00 pm
- On-Call Tuesday and Friday
- 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.