



Job Description: On-Call Client Advocate

Reports To: Shelter Director

FLSA Status: Part time, Non-Exempt

Summary

Maintain the security of the shelter and provide support to the clients and the shelter as necessary during a variety of shifts including weekends, graveyard shifts, holidays, and other hours as needed. This position is on call and hours will be dependent on the needs of the WomenShelter of Long Beach.

Responsibilities *(Other duties may be assigned)*

- Engage clients and support the needs of clients in the shelter while maintaining shelter safety and regulations
- Assist all clients being admitted or discharged from the program
- Provide crisis counseling and referrals for clients and hotline callers, including assessing and making determinations for appropriate criteria for admission to the shelter
- Responsible for maintaining statistical information (phone logs, client files, etc.)
- Monitor adherence of shelter policies and procedures by clients, volunteers and visitors, including safety matters pertaining to the adult and children residing in the shelter
- Responsible for overall shelter security and client safety during shifts
- Assist with performing routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter.
- Provide support to all other program staff as needed
- Additional responsibilities on an as-needed basis
- Facilitate groups for adults/children
- Provide crisis intervention and peer counseling

Requirements

- ✓ Minimum of 6 months Domestic Violence case management experience
- ✓ Knowledge and experience in CalWORKs, counseling, advocacy, and case management
- ✓ Bilingual in Spanish preferred
- ✓ Valid CA driver's license; valid auto insurance
- ✓ 40 hour DV Training Certificate preferred; or to be completed within 3 months of beginning employment

Skills Required

- Dependable, flexible
- Strong written and verbal communication skills
- Must demonstrate informed sensitivity to the issue and experience of domestic abuse and the ability to respond effectively to people in crisis
- Ability to maintain confidentiality

Please send resume to Zaira Cuevas, HR Coordinator at zcuevas@womenshelterlb.org

The WomenShelter of Long Beach is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

Revised Date: 6/5/18