



**Job Description:** On-Call Client Advocate

**Reports To:** Shelter Director

**FLSA Status:** On-Call, Non-Exempt

### **Summary**

The On Call Client Advocate acts as a substitute for WSLB Client Advocates who call in sick, take vacation or holiday time off. They are responsible for providing support to the clients residing at the shelter as necessary during a variety of shifts including weekends, graveyard shifts, holidays and other hours as needed. The On-Call Client Advocate will primarily be responsible for providing crisis intervention, counseling, referrals, support services and advocacy to victims of domestic violence in a confidential and safe environment.

### **Responsibilities** *(Other duties may be assigned)*

- Provide crisis intervention, information and referrals to individuals calling the 24-hour hotline
- Complete telephone intakes for individuals seeking access to the Emergency Shelter; assess and make determinations for appropriate criteria for admission into Shelter
- Provide crisis intervention and conflict resolution to residents as needed
- Engage clients and support the needs of clients in the shelter while maintaining shelter policies and procedures
- Assist all clients being admitted or discharged from the program
- Facilitate groups for adults/children
- Responsible for maintaining statistical information (phone longs, 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
- Provide support to all other program staff as needed
- Assist with performing routine chores and cleaning tasks assigned to ensure the safety and cleanliness of the shelter.
- Additional responsibilities on an as-needed basis

### **Requirements**

- ✓ Minimum of 1 year Domestic Violence case management experience
- ✓ Knowledge and experience in CalWORKs, counseling, advocacy, and case management
- ✓ Bilingual in Spanish
- ✓ Valid CA driver's license; valid auto insurance
- ✓ 40 hour DV Training Certificate; or to be completed within 3 months of beginning employment

### **Skills Required**

- 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 and cover letter to Zaira Cuevas, HR Coordinator at [zcuevas@womenshelterlb.org](mailto: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: 10/5/18