

**Centre Safe Job Description**  
**Shelter/Housing Advocate**

Reports to: Shelter Director

Status: Full Time

Typical Work Hours: M-F 9-5

FLSA Classification: Non-Exempt

Revision Date: January 2022

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**Organizational Expectations:**

All employees at Centre Safe will demonstrate a commitment to our Core Values:

- 1) Commit to empowering survivors through trauma-informed and client-centered services that are intentionally equitable, inclusive, diverse, confidential, professional, and responsive to identified client and community needs.
- 2) Eliminate violence by challenging the structural inequalities and oppressions that perpetuate gender-based violence, recognizing intersectionality in the way violence is experienced by survivors and the wider community.
- 3) Enhance and value our human resources through ethical stewardship of the knowledge, expertise, lived experience, and courage of spirit of the staff, volunteers, and directors, as well as our financial resources, facilities, and community relationships.

Employees are expected to become familiar with the *Centre Safe Employee Handbook* and abide by the policies within it.

All Centre Safe employees and Counselor/Advocate volunteers are Mandated Reporters of child abuse and will obtain the required clearances upon employment. All Centre Safe employees and volunteers will maintain and uphold client confidentiality under Pennsylvania State Law, specifically 23 PA C.S. 6102 and 42 PA CSA Sec. 5945.1.

**Job Summary:**

The Shelter/Housing Advocate is part of the shelter team and provides direct services to all shelter clients. This includes individual counseling, intake and exit interviews, information and referral, enforcing shelter guidelines and maintaining the physical space. This position will work directly with clients from emergency shelter to housing permanence and will be required to meet with clients in various places in the community.

### Essential Responsibilities:

- Provide direct services to shelter clients.
- Focus, as needed, on the following issues with clients: economic and career empowerment counseling and education, successful re-entry into the community after being incarcerated, overcoming barriers for those with disabilities and for underserved populations, and immigration rights and services.
- In collaboration with the Shelter Director and other members of the shelter team, develop and implement a day program for shelter and housing clients to include life skills workshops, counseling, and advocacy appointments, facilitated access to other Centre Safe services, and other needed services.
- Collaborate, as needed, with the housing team regarding clients' needs
- In coordination with the Shelter Director participate in the upkeep and management of all aspects of shelter operations, including decision-making around the provision of a safe and healthy environment for shelter residents. This also includes the upkeep and cleanliness of shelter space as well as the management and storage of donations.
- Enforce shelter guidelines.
- Maintain current and accurate records on shelter residents, including regular recording and maintenance of client records in a database system.
- Participate in the development and evaluation of shelter and housing policies and procedures, in coordination with the Shelter and Housing Directors and other shelter staff.
- Assist with the provision of VOCA-funded services, including assistance with filing Compensation Claims (VCAP), criminal justice support/advocacy, crisis counseling, emergency financial assistance, emergency legal advocacy, follow-up counseling, in-person information and referral, case management, hotline, personal advocacy, shelter/safe house, support groups, and telephone contact information and referral.

### Other Duties and Responsibilities:

- Assist in the facilitation of support groups for survivors
- Provide direct services as needed for walk in clients and/or past clients.
- Support and assist all teams as needed with the provision of direct services and general maintenance.
- Attend weekly and monthly team meetings, staff meetings and case management meetings.
- Participate in Centre Safe committees, when appropriate.
- Provide training to volunteers in Volunteer Training Classes within areas of expertise as requested.
- Participate in the rotation schedule for the hotline.
- Other VOCA duties as assigned.

**Qualifications:**

- A minimum of two years' experience working in the Human Services field is required.
- Bachelor's degree and/or residential experience preferred.
- Must obtain, and maintain, required Criminal History, Child Abuse, and FBI clearances
- Must successfully complete the organization's Volunteer Advocate Training post-employment.
- Computer proficiency at a basic level including the ability to conduct website searches, navigate through programs and multiple screens, perform data entry, and use common word processing, email, calendar, and spreadsheet programs (Microsoft Office programs preferred).
- Maintain a valid driver's license and access to reliable vehicle, in order to drive self to other locations throughout Centre County, and ability to transport clients in the company vehicle.
- Ability to communicate effectively with clients and across various levels of the organization.
- Ability to lift to 25 pounds on a regular basis.

**Working Conditions:** This position works mostly daytime hours, but occasional weekend or evening hours are required. The Shelter/Housing Advocate is expected to help cover hotline shifts during off hours, as needed.

**Mental and Physical Requirements:** This position may assist in moving larger items with the help of equipment, like carts.

**Supervisory Responsibility:** No supervisory responsibilities

*This job description is not a comprehensive list of all activities, duties or responsibilities and may change without advance notice. This job description is also not a contract for employment and does nothing to change the at-will status of employment. The employer is an Equal Opportunity Employer.*

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_