

## **New Horizons Shelter and Outreach Centers**

**Position Title:** Crisis Advocate  
**Reports to:** Director of Programming & Personnel  
**Date of Review:** September 2024

**Summary:** The Crisis Advocate is responsible for the daily function of a safe and secure home like environment within the shelter. The Crisis Advocate is responsible for managing crisis situations related to the 24-hour crisis line and shelter life in a calm and composed manner.

**Hours:** This position may be part-time or full-time hourly. The ability to work all shifts is necessary. Duties require working a rotation of shifts which include overnights, days, evening, weekends, and holidays to accommodate client and/or organizational needs. Overtime is possible and must have prior approval and/or be assigned by a supervisor.

### **Qualifications:**

- High school diploma or equivalent required
- Lived experience preferred
- Embracement of the mission of New Horizons
- Experience working with trauma survivors preferred
- Excellent computer skills including knowledge of Microsoft Office required
- Ability to manage multiple projects simultaneously required
- Extreme tact and discretion required
- Experience in crisis intervention preferred
- Knowledge of domestic violence, sexual assault and human trafficking preferred
- Bilingual preferred

### **Competencies:**

- Respectfulness and relationship building – builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Team focused and collaborative – promotes cooperation and commitment within a team to achieve goals and objectives
- Self-accountability and work standards – sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks
- Stress tolerance – maintains composure in highly stressful or adverse situations
- Conflict management – helps others to effectively resolve complex or sensitive disagreements or conflicts

- Valuing diversity – helps to create an environment that embraces and appreciates diversity
- Confidentiality, integrity, ethics, and trust – maintains confidentiality and earns others’ trust and respect through consistent honesty and professionalism in all interactions

### **Principal Duties and Responsibilities:**

#### COMMUNICATION EXCELLENCE

- Models effective communications
- Communicates important information to the direct supervisor. If necessary and appropriate, will communicate to other staff
- Maintains appropriate client files, statistics, forms, and other record keeping as required
- Completes all paperwork and entries into the client records database by the end of each workday. This includes assistance you have provided:
  - safety planning
  - resources/referrals given
  - discussion about housing, employment, medical,
  - personal advocacy – items provided
  - etc
- Promptly addresses difficulties or problems appropriately per agency protocol
  - Always ensure you follow the shelter rights and responsibilities policies and procedures exactly as they are written to guarantee the same information and guidance is provided by all advocates
- Attends and participates in agency meetings as directed by supervisor These include but are not limited to:
  - full team meetings when not scheduled to work the crisis line,
  - Advocate meetings
- Responds respectfully to law enforcement related contacts efficiently and with speed (domestic reports and jail releases)

#### DIRECT SERVICES

- Interacts sensitively with traumatized populations
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy
- Provides a varying number of clients with:
  - crisis intervention;
  - supportive and active listening;
  - choices and options;
  - supportive goal-oriented counseling;
  - safety planning (in person and on the phone);
  - educational counseling related to domestic abuse, sexual violence, and human trafficking; resources and referrals to social service agencies

(this can be done individually and/or during support groups and house meetings)

- Provides Crime Victim Compensation
- Models non-violent conflict resolution and uses non-violent forms of guidance that are culturally sensitive and non-judgmental
- Models and actively promotes positive, nurturing interactions
- Facilitates weekly support groups, and peer support
- Facilitates weekly house meetings
- Facilitates cooperative living, peer support and resident participation
- Takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all
- Provides cross-departmental and/or cross functional support and direct services as assigned and/or requested
- Participates in related cross-training to ensure consistency and continuity of services and programs of the agency
- Distributes and stores donated and purchased items on all shifts; carrying them up and down stairs to the attic and/or basement as needed and/or assigned

#### COMMUNITY PUBLIC RELATIONS, COLLABORATION, AND EDUCATION

- Establishes sound and collaborative relationships with community groups and service providers
- Is present at functions that promote our organization and access to our services and programs

#### **Other Responsibilities and Requirements:**

- Adheres to agency policies and work rules, including strict adherence to New Horizons confidentiality policies
- Has reliable transportation, a valid driver's license, and vehicle insurance
- Is required to attend one Crime Victim Compensation (CVC) Training through the Office of Crime Victim Services within one year of employment
- Is committed to professional development. Trainings attended must be related to domestic violence, sexual assault, human trafficking, stalking, harassment, or related areas
- Trains and supervises volunteers as appropriate ensuring volunteers receive a well-rounded experience
- Engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with clients and co-workers
- Maintains a clean, organized, and comfortable environment within the organization
  - Ensures that floors of the shelter are swept and mopped
  - Ensures garbage is carried out
  - Ensures dishwasher is loaded/unloaded and dishes are put away
  - Ensures kitchen counters are clean
  - Ensures toys and other items are picked up off the floor

- Ensures kitchen and bathrooms are restocked with items as needed
- Performs other duties as assigned by supervisor

**Working Conditions:**

- Work is normally performed in a shelter (residential) setting but is not limited to the organization
- Constant interpersonal interactions
- Frequent changes in duties, tasks, and circumstances

**Acknowledgement:**

This description describes the general nature and skills required of this position. The "Principal Duties and Responsibilities" describe the functions considered essential to the position. The description does not state or imply that these are the only duties and responsibilities assigned to the Crisis Advocate position.

Employees may be required to perform other duties of the organization related to client services as requested or assigned by the Executive Director. All requirements are subject to change at the discretion of the Executive Director.

The working conditions listed are intended to indicate the kinds of tasks and levels of work circumstances required of the Crisis Advocate and shall not be interpreted as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign, direct and control the work of employees under supervision. The use of specific terms or examples of functions shall not be interpreted as excluding other duties not mentioned that are comparable in level of difficulty.

I have read and understand the Crisis Advocate position description. I have reviewed the duties, responsibilities, and working conditions of this position. I understand that this document does not create an employment contract between me and New Horizons Shelter and Outreach Centers. I also understand that I may at any time terminate my employment relationship with New Horizons and I equally understand that New Horizons is an at will employer.

\_\_\_\_\_  
Employee Signature (Printed Name)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date