



Residential Advocate

Reports to: Program Director

Department: Program

FLSA Status: _____ Exempt X Non-Exempt

Status: X Full Time _____ Part Time

 X Hourly _____ Salary

Position Summary: The Residential Advocate is responsible for providing support and advocacy services to residents at the safe house. In addition, the advocate will ensure safe and secure operations of the safe house.

Responsibilities:

- Answer the 24-hour crisis line and assist callers
- Assess immediate crisis needs of residents and address them appropriately
- Facilitate problem solving and provide crisis intervention services to residents as necessary
- Promote positive interactions between adults and children in the safe house
- Responsible for maintaining accurate shift reports and records
- Assists with keeping the safe house clean and safe
- Attend staff meetings and trainings
- Maintain confidentiality of residents and follow the confidentiality policy of Next Step Ministries, Inc.
- Other duties as assigned by the Program Director or Executive Director

Professional Qualifications:

- Experience in the Human Service field a plus
- Must have a valid driver's license
- Ability to work independently with minimal supervision
- Good oral and written communication skills
- Must be a team player
- Minimum of 20 hours of domestic violence training to be provided by NSM
- Bi-Lingual preferred

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