



Position Title: DV/SA Healthy Relationships Advocate/House Manager (1 FTE)
Classification: Non-Exempt

Position Description

The House Manager/Advocate provides ongoing advocacy, crisis intervention, and education to survivors of domestic and sexual violence throughout Columbia County, prioritizing those experiencing houselessness and needing shelter because of domestic and/or sexual violence. The House Manager oversees daily programmatic operation of the SAFE House, SAFE's emergency shelter for survivors of domestic violence, sexual assault, and stalking. The House Manager provides ongoing support groups, oversees the schedules of other House Advocates, ensuring coverage of evening and weekend hours at the SAFE House. The House Manager, as all SAFE advocates, provides advocacy as needed to any SAFE client, or person seeking assistance. The House Manager works with the Executive Director to ensure that all programming meets funding standards, that all reports are completed in a timely manner and all data is correctly reported to the requesting funders.

The House Manager is the primary case manager for all SAFE House guests. The House Manager is not the supervisor of the House Advocates, so any issues with House Advocates should be reported to the Office Manager. The House Manager is responsible for food orders, ensuring the house is clean and maintained and that adequate supplies are available for cleaning and safety.

The House Manager is part of the team of SAFE Advocates. The House Manager reports any incidences of problematic behavior, guest concerns, or physical plant issues to the Executive Director immediately.

Supervision: Reports to the Executive Director

Agency-Wide Core Competencies:

- Have a commitment to SAFE of Columbia County's mission: *We empower our community to live safe and healthy lives, free from abuse.*
- Be able to work well with persons of varied racial, ethnic, cultural, socioeconomic status, sexual orientations, and abilities.
- Be willing to work as part of a team.
- Have or be willing to acquire training and certification required by SAFE of Columbia County.
- Always maintain client and SAFE of Columbia County confidentiality.
- Collaborate with other social services agencies and community partners.
- Represent SAFE of Columbia County positively in the community, both on duty and off.
- Have excellent written and oral communication skills and organizational skills.

Qualifications:

- Bachelor's Degree in one of the following areas: education, sociology, women's, ethnic or gender studies, human services, social work, public health, counseling, communications, psychology, or other related fields. Equivalent experience will be considered in lieu of education.
- Minimum of three years of experience working in the field of domestic violence and sexual assault
- Previous professional experience assisting clients in a high-turnover residential setting
- Commitment to social change and trauma informed care
- Ability to adapt to and prioritize project and client needs

- Independent, self-motivated worker
- Openness to learning new concepts and approaches
- Strong problem solving and conflict resolution skills
- Good computer skills
- Ability to pass a background check and drug screening
- Valid driver's license and a working, insured vehicle
- Oregon Food Handlers Card (or ability to acquire)
- Current CPR and First Aid Certification (or ability to acquire)

Knowledge of:

- Effective interviewing, listening and crisis intervention skills
- Community resources and the availability of those resources
- Case management principles and best practices
- Financial empowerment concepts and tools
- Safety planning with domestic violence and/or sexual assault survivors

Preferred:

- Spanish-speaking, Bi-lingual, Bi-cultural preferred

Duties and Responsibilities:

A. Short-term crisis intervention

- a. Staff the SAFE's 24-Hour Help Line during business hours
- b. Share "on-call" responsibilities with advocacy team
- c. Facilitate access to emergency shelter
- d. Safety planning
- e. Follow-up services
- f. Assistance with restraining orders
- g. Peer support
- h. Information & referrals for community resources & supports

B. Assist clients in navigating community services, and maintain working knowledge of community providers of:

- a. Crime victim rights and resources
- b. Emergency domestic violence and homeless shelter services
- c. Law enforcement, civil, criminal, and juvenile justice programs
- d. Mental health and trauma counseling
- e. Parenting education and respite childcare services
- f. Emergency and community-based social services
- g. Addiction services and recovery treatment
- h. Emergency medical treatment and other medical, dental, and health care
- i. Emergency shelter and counseling for youth
- j. Employment opportunities
- k. Other services necessary to provide support to survivors of domestic violence, sexual assault, and stalking

C. Facilitate ongoing support and skill development for clients

- a. Facilitate weekly house meetings
- b. Facilitate weekly life skills training
- c. Co-facilitate SAFE of Columbia County classes and support groups
- d. Work in collaboration with and as a liaison with Community Action Team, SAFE and other agencies to solve specific problems of clients with domestic and sexual violence issues
- e. Provide advocacy and accompaniment for court proceedings and law enforcement interviews
- f. Provide referrals and community resource information to clients and staff

D. Confidentiality:

- a. Adhere to SAFE's Confidentiality, Client Records, and Non-Discrimination Policy
- b. Retain and dispose of client information per agency policy

E. Documentation/statistics:

- a. Document client contact on client service and call log forms
- b. Submit Community Action Team and SAFE reports in a timely manner
- c. Keep ROI on file in accordance with agency policy
- d. Update shelter log and client census daily
- e. Maintain and update resident data base

F. Facility Upkeep:

- a. Assign and monitor client chores and responsibilities
- b. Ensure rooms are cleaned and prepared for new clients
- c. Maintain food storage and access in compliance with Oregon Food Bank regulations
- d. Ensure shelter is stocked with necessary food, hygiene products, linens, etc.
- e. Maintain door codes and shelter safety systems

G. Prevention & Education:

- a. Promote community awareness of services offered by SAFE of Columbia County
- b. Network with community partners, attend and participate in committees and task forces concerned with domestic and sexual violence and houselessness.

H. Office and Team:

- a. Assist in recruiting, training, and supervising agency volunteers for the 24-Hour Help Line
- b. Recommend policy/program changes to team during staff meetings as needed
- c. Participate in monthly staff meetings
- d. Participate in direct service team meetings
- e. Collaborate with advocacy team to provide coordinated care for clients
- f. Report regularly to Executive Director on house maintenance and improvement needs
- g. Play an active part in program evaluation and improvement
- h. Communicate and network with staff and volunteers
- i. Other duties as assigned

Employee Signature

Date

Supervisor Signature

Date