

Job Title: Part time Shelter Operations Advocate **Starting Pay:** \$17 an Hour, \$19 an hour Holiday pay

Reports to: Director of EDVS Operations **Core Hours:** 1st, 2nd, or 3rd Shift, Weekends and Holidays

ORGANIZATION OVERVIEW

Project R.E.S.T. is a private, non-profit organization providing a multi-faceted assistance program to victims of domestic violence in Spartanburg, Cherokee, and Union Counties, and victims of sexual assault in Spartanburg and Cherokee Counties. Our mission is to use our collective voice to address the impact of domestic and sexual violence by providing quality services to those affected and to create social change through education, training, and activism.

POSITION OVERVIEW

The Shelter Operations Advocate aids in the daily operations of residential life in the Emergency Domestic Violence Shelter. This includes coverage for our 24-hour crisis line, household management, oversight of shelter security, supervision of clients performing chores, and assistance with supply pick-ups and storage. Following the Core Values of Excellence, Integrity, Compassion, Collaboration and Equity, the Shelter Operations Advocate provides empathetic support to our clients and ensures compliance with Shelter Guidelines. This part-time position requires flexibility, as well as evening, weekend, and all holiday hours.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide coverage for the 24-hour crisis line by answering calls, routing calls to advocates on-call, and recording data.
- Supervise clients in the performance of household chores, meal preparation, and clean up.
- Ensure compliance with Shelter Guidelines.
All clients must follow Shelter Guidelines; no exceptions are made by staff. The Victim Advocate must inform clients when they are not complying and must report repeated incidents of non-compliance to the Director of EDV Shelter Operations.
- Accept emergency intakes according to the procedure's manual.
- Familiarize new residents with the facility according to the procedure's manual.
- Assist in pick-up and storage of food, household supplies, and donations.
- Perform specific assignments as directed to ensure that appropriate services are available for clients (i.e. assistance with children during counseling sessions and clerical assistance, as necessary).
- Provide transportation for residents as needed.
- Perform other duties as assigned by the Director of EDVS Operations, the VP of Trauma-Informed Services, and/or the President/CEO.

PROFESSIONAL QUALIFICATIONS

- High School Diploma required. College degree in human services preferred.
- Experience in household management required.
- Supervisory experience preferred.
- Familiarity with or willingness to learn about dynamics of family violence.
- Proficiency in Microsoft Office (Word, Excel, Outlook, etc.) and data entry.
- Experience with Microsoft Teams and SharePoint preferred.
- Experience with Collaborate preferred.

CORE COMPETENCIES

- Excellent Oral and Written Communication Skills
- Advocacy Skills
- Time-Management
- Data Entry
- Ability to organize, troubleshoot, manage crisis, and prioritize work
- Values that align with Project R.E.S.T.'s mission and philosophy
- Driver's license and reliable transportation
- All Advocacy Staff of the agency are required by the Office of the Attorney General of SC to complete 15 hours of Basic Core Certification as Victim Service Providers within one year of employment. VSP certification must be maintained annually with at least 12 hours of continued approved training in order to remain in compliance for employment.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position.

Project R.E.S.T. treats all clients, volunteers, and staff with dignity and respect regardless of race, religion, age, sex, sexual orientation, national origin, or disability.