Job Title: Shelters Operations Advocate
Starting Salary: $38,7421 - $41,000/ Yr.
Reports to: Director of Emergency DV Shelter Operations
Employment Status: Full-Time – Temporary 1st Shift

ORGANIZATION OVERVIEW

Project R.E.S.T. is a private, nonprofit organization providing comprehensive assistance programs to survivors of domestic violence in Spartanburg, Cherokee, and Union Counties, and survivors of sexual assault in Spartanburg and Cherokee Counties.

Our mission is to address the impact of domestic and sexual violence by providing high-quality services to those affected and promoting social change through education, training, and community engagement.

POSITION OVERVIEW

A Shelter Operations Advocate assists in the daily operations of residential and facilities care. Daily facility inspections maintain a clean and safe environment. Stocking the kitchen, pantry, refrigerator and freezers, and the medicine and household supplies cabinets assures that residents have what they need for homemaking in the shelter. Transportation to community programs and resources may be offered with bus passes and/or rides in shelter vehicles. The Shelter Operations Advocate also meets with residents individually or in groups to facilitate community cooperation in the residential setting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Relate to individuals and groups in an empathetic, nonjudgmental manner, possessing maximum insight and self-awareness to be confident in addressing client and staff concerns related to the agency's facilities operations.
- Provide crisis de-escalation and life-skills training for residents.
- Receive training in emergency response.
- Conduct shelter intake interviews.
- Conduct orientation to shelter living, and provide bedding and personal items, as well as lockers and locks.
- Assist in the day-to-day facility and residential operations of the shelter.
- Assist with maintaining proper inventory storage procedures and controls for all stored items to include equipment, food, supplies and client assistance products.
- Clean residential areas (bedrooms, living rooms, kitchen, and dining room) as needed. Upon resident exiting, ensure room is completely cleaned and sanitized. Perform daily checks of all common areas.
- Make a daily resident Contributions (chores) schedule.
- Shop weekly for food and residents' needs after making a shopping list. Verify all items that are needed by checking pantry, fridge, freezer, etc.
- Pick up from community partners and corporate donors and complete the necessary paperwork to record the value of in-kind donations.
- Transport residents to appointments as needed and pick up prescription medicines. Document services rendered in Collaborate.
- Upon request assist with translation for non-English speaking residents.

- Start vehicles, making notes of any issues, including re-fueling and maintenance as needed.
- Attend staff and team meetings as scheduled.
- Maintain effective and cooperative relationships with agency staff and volunteers.
- Always protect the confidentiality of residents.
- Perform other related duties as assigned.
- Complete daily, weekly, monthly, and quarterly reports for funding sources.
- Answer 24-Hour Crisis Line after hours, and on weekends and holidays.
- Assist with Shelter Back-Up as scheduled.
- Assist with coverage for Shelter schedule.

REQUIRED SKILLS AND ABILITIES

- Friendly, professional, and approachable demeanor.
- The ability to uphold Project R.E.S.T.'s core values of Excellence, Compassion, Integrity, Collaboration and Equity.
- Ability to relate to individuals and groups in an empathetic, nonjudgmental manner, possessing maximum insight and self-awareness to be confident in addressing victims and staff concerns related to the agency's facilities operations.
- Develop and maintain community relations with businesses and individuals who make in-kind donations to Project R.E.S.T.
- Ability to work independently and as part of a team in a fast-paced environment.
- Ability to maintain strict confidentiality of all personnel/victim identification and financial information.
- Possess a strong attention to detail and problem-solving skills.
- Strong organizational skills with the ability to prioritize and manage multiple tasks.
- Excellent communication skills, both written and verbal.
- Possession of a valid South Carolina driver's license and insurance.
- Ability to work flexible hours including some night work and weekends.
- Proficiency in Microsoft Office Suite or similar software.
- Acquisition and maintenance of Victim Service Provider credentials through the SC Attorney General's mandated Crime Victim Services Training program. Training must be completed within one year of hire and must be maintained every year thereafter.

PHYSICAL REQUIREMENTS

- Must be able to traverse property and facility to maintain a safe and secure environment.
- Must be physically able to assist with receiving community donations and items purchased for agency needs.
- Must be able to lift 25 pounds at a time.

TO APPLY: Please submit your resume to HR@projectrest.org.