



Position Description *Residential Advocate*

About our organization:

The Friendship Center is the #1 community resource for addressing and preventing domestic violence, sexual assault and stalking in Lewis and Clark, Broadwater and Jefferson Counties. We serve clients of all genders and backgrounds through free and confidential services including shelter, advocacy, education and outreach. Our mission is to be a safe haven for victims of domestic violence, sexual assault and stalking, while empowering every person in our community to flourish in relationships free from violence and intimidation. We do our work so that every person in the tri-county area can thrive in safe and healthy relationships. To learn more, visit our website www.thefriendshipcenter.org.

SUMMARY: This is an hourly position responsible for onsite and offsite residential services including case management services, room cleaning, and donation management.

SUPERVISOR: Client Care Director

PAY RANGE: \$22.00-25.00/hour plus benefits depending on experience. Employees are eligible for life insurance, retirement with 6% employer contribution after one year of employment, vacation, and sick/wellness leave. Employees who work more than 30 hours are eligible for health, vision, and dental insurance.

GENERAL SCHEDULE: Full-time, hourly, and nonexempt position

SPECIFIC DUTIES/MAJOR TASKS:

1. Responsibility, authority, and accountability for the quality and impact of on and off-site shelter and housing support.
2. Shelter room cleaning and maintenance, donation management, and stocking shelter supplies.
3. Assist with developing goals, helping to identify barriers, providing crisis intervention, intensive case management, and a broad range of advocacy services to victims/survivors receiving shelter and housing support.
4. Coordinate with the Direct Services Team to provide financial assistance, material assistance, and other basic needs support.
5. Provide information and referrals to other service providers and community resources.
6. Develop and/or coordinate specialized programs and presentations for clients residing in shelter or receiving housing support services.
7. Document all services provided, maintaining accurate and detailed records.

8. Primary coverage or back-up support for 24-hr crisis line on rotating evenings and weekends.
9. Work with partners to coordinate care or provide support (e.g. medical/therapy, law enforcement, court, CPS, or other meetings as requested by clients).
10. Attend meetings to advance housing opportunities and build and maintain community partnerships.
11. Work with supervisor to develop a burnout prevention and wellness plan to mitigate impact of secondary trauma.
12. Other duties and responsibilities as assigned.

QUALIFICATIONS

1. BA or BS Degree or equivalent experience in human services, psychology, social work, women's studies, or other related fields and at least 1 year of experience as a case manager.
2. Training and/or experience in family dynamics and effects of domestic violence on children and the parent/child relationship.
3. Ability to problem-solve and to set personal and professional boundaries.
4. Ability to understand and maintain strict adherence to confidentiality, safety procedures, and advocate privilege.
5. Clear and effective written and verbal communication skills, including listening.
6. Commitment to provide dignified and trauma-informed interactions in a setting that can be unpredictable and active.
7. Must be able to interact with and learn database systems and other computer programs.
8. Ability to work cooperatively and effectively with other community-based services and systems professionals.
9. Ability to work both independently and in small team settings. Comfortable taking initiative but also committed to sharing information and working well in a team.
10. Must be able to perform physical labor, lift heavy objects, and move furniture as needed.
11. Possess a valid Montana driver's license and automobile liability insurance.
12. Successful background check required.

DIVERSITY, EQUITY, AND INCLUSIVION STATEMENT

TFC recognizes racism, discrimination and oppression have contributed to disparities that have existed in the past and persist in the present across our nation and in Montana. We acknowledge those inequities are the result of policies and practices that work to marginalize entire populations of people. We denounce discrimination in all its forms because it undermines the well-being and vitality of our communities. We strive to engage residents and community members, especially those whose voices have traditionally been marginalized, in the shared work of building equity and empowerment. We work with partners to co-create solutions to ensure that everyone has the resources, support, and opportunities they need to thrive. We believe that diversity drives creativity and innovation, therefore we commit to working towards more equitable communities. We know that having varied perspectives helps generate better ideas to solve the complex problems of an ever changing and increasingly diverse world.

TO APPLY: The position will be open until filled. Please submit resumes and a cover letter to Heidi Opitz at heidi.o@thefriendshipcenter.org