Family & Shelter Advocate / Administrative Assistant

Employer: Rainbow House Domestic Abuse Services, Inc.

Immediate Supervisor: Executive Director

General Summary: Performs a variety of responsibilities relating to crisis intervention and advocacy for families staying in shelter who are affected by domestic violence. Works directly with operations of the emergency shelter and assists with clerical duties and statistical reporting.

Usual work shift: Monday-Friday 8:00 a.m. until 4:30 p.m. (with ½ hour unpaid lunch).

Essential Functions:

1. Daytime support advocacy and support group for in shelter and outreach clients – Individual, group and family advocacy – victim support which may include: shelter coverage, 1:1 advocacy, and crisis phone line.
2. Shelter coverage.
3. Responsible for making weekly grocery list for shelter and grocery shopping for those items.
4. Complete intakes, checkouts and follow-up with clients.
5. Organize, implement and facilitate outreach support groups for your shift.
6. Assist clients with filling out legal forms in the absence of the Legal Advocate.
7. Court Support for clients in the absence of the Legal Advocate.
8. Handle cellular telephone collections and mailings with Shelter Alliance and be responsible for 911 cellular phone loans for clients.
9. Facilitate and organize October Domestic Violence Awareness Month.
10. Facilitate, organize and schedule dunk tank activity for National Night Out on Stephenson Island.
11. Answer telephone and doors at shelter and assist with their needs and/or accept donations.
12. Assist with Administrative duties as assigned, to include but not limited to; Alice and Shelter Monthly Food Donations and Distributions.
13. Maintain office supply inventory and submit needed office supply list to Executive Director for approval. Order approved supplies and organize supply closets.
14. Attend Staff Meetings.
15. Attend meetings and/or give speaking engagements with various agencies, social clubs and businesses when assigned.
16. Develops and maintain a strong knowledge base regarding community agencies, resources and contacts.
17. Demonstrates effective behaviors and takes an active role in training new staff and volunteers.
18. Responsible for updating and maintaining shelter admission and discharge of clients on sheet in the main office and e-mailing all staff at the beginning and end of their shift that pertinent information.
19. Other duties as assigned

Minimum Knowledge, Skills, and Abilities Required

Bachelor's degree in human service related field preferred or equivalent related work experience in the area of domestic violence.

Prior related work experience in the area of domestic violence and an understanding of the advocacy process.

Knowledge of available resources relating to domestic violence.

Excellent interpersonal communication skills.

Ability to work well in a team or independent environment.

Organizational skills to manage a variety of tasks in a timely manner.

Maintain the highest level of confidentiality.

Able to work flexible hours.

Maintain valid driver's license, have reliable transportation and automobile insurance.

Deadline for applications: November 5, 2012
Go live:
October 30, 2012
Contact: Please send resume and cover letter to trish@therainbowhouse.us

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