



# Advocate Position Description

**Position Title:** Shelter Advocate Volunteer

**Position Type:** Direct Client Services

**Purpose:** Provide coverage at the shelter to relieve staff during long stretches of coverage, holidays, leave, staff meetings and emergency illness. In addition volunteers will be utilized for shelter coverage when additional coverage is needed and to assist by answering the hotline. Volunteers will work directly with individuals and families to provide support, resources and to answer any questions.

**Location:** Shelter Advocates will be stationed at the Peace House shelter

## Key Responsibilities:

- Provide relief support for the shelter to maintain 24-7 coverage
- Provide hotline coverage
- Complete client paperwork as necessary or directed
- Support survivors and families residing at the shelter with daily needs, crisis intervention and conflict resolution
- Complete safety and maintenance checks of facility per agency checklists
- Communicate with staff and other volunteers about on-going facility, programmatic and client needs
- Understand and follow all agency policies and procedures
- Complete other tasks as assigned. Specific duties may be assigned to utilize the unique skill set of a volunteer.
- Documenting volunteer hours as instructed

**Supervised By:** The Volunteer Coordinator, Shelter Lead Advocate

**Time Commitment:** Minimum 1 year commitment required. Shifts are 2-6 hours at a time; minimum of 4 shift per month.

**Physical/Age Requirements:** 18 years or older; able to climb stairs and lift 25 lbs

**Qualifications:** CPR/First Aid, training will be provided

**Training Required:** Minimum of 24 hours of domestic violence related training including volunteer orientation prior to start

**Annual Training Required:** 16 Hours of domestic violence training is required annually after the initial 24 hours of training.

**Dress Code:** Casual