

## **A WOMAN'S PLACE (AWP) POSITION DESCRIPTION**

**Title:** Resident Counseling Advocate

**Department:** Client Services

**Employment Status:** Full Time

**Status:** Non-exempt

**Purpose of Position:** The Resident Counseling Advocate (RCA) will work in A Woman's Place safe house shelter to assist victims of domestic violence in achieving safety and self sufficiency

**Reporting Relationships:** Reports to the Safe House Manager.

**Other Relationships:** Community and County agencies, staff, volunteers, community resources

### **Essential Functions/Responsibilities:**

1. Provide services to victims of domestic violence that support the Values, Vision, and Mission statements of the organization.
2. Work with individuals to create change in their lives, which supports ending gender oppression and violence towards women.
3. Provide services that improve immediate safety and prevent reoccurrence of relationship violence, including safety planning, lethality risk assessment, and linkages to specialized legal and therapeutic services.
4. Provide residents with assistance in meeting identified goals and objectives in a centralized focus of victim safety, well-being and autonomy as identified by the client.
5. Provide services that improve economic self-sufficiency of survivors, including financial education, job searches, interview preparation, assistance with resume preparation and job applications, assistance accessing public benefits, and job placement programs.
6. Assist with facilitating house meetings as needed with a focus on issues identified by the residents, or housing manager
7. Assist survivors with goal setting, planning, follow through, tracking progress, and celebrating success.
8. Coach clients to advocate on their own behalf with creditors and other financial institutions, employers, bill collectors, landlords, public and community-based programs.
9. Maintain a comprehensive directory of local resources that are relevant to improving client self-sufficiency.
10. Advocate for expedited referral processes to enroll survivors in job training and placement programs.
11. Conduct an intake assessment with each new resident identifying their goals, objectives, and needs as identified by the survivor.
12. Provide regular meetings with residents to work on identified areas of need.
13. Incorporate trauma related injuries and education into the information provided to shelter residents, community clients, and hotline callers.
14. Daily data entry in order to maintain accurate statistical databases.
15. Assist with shift coverage as needed.
16. Provide training for new staff and volunteers as needed.
17. Organize and distribute donations.

18. Assist in maintaining a therapeutic environment within the Safe House including preparing rooms for new arriving residents.

**Criteria/Requirements:**

1. Commitment to AWP's Values, Mission, and Vision statements.
2. Adherence to the Personnel Policies of AWP
3. Successful completion of Domestic Violence Direct Service Training course and continuing educational requirements.
4. Honesty and trustworthiness in all relationships.
5. Excellent and effective written and oral communication skills.
6. Ability to make independent decisions and solve complex problems.
7. Ability to work independently as well as in a team setting.
8. Emotionally resilient and able to withstand pressure on an on-going basis.
9. Deal with difficult situations while maintaining quality of services.
10. Adapt readily to changing work environments, work priorities, and organizational needs.
11. Reliable Transportation
12. Must be available to work overnights and week-ends.

**Education:**

**Bachelor's Degree in a related field and/or  
2 years of related work experience**

**Characteristics:**

1. Treats all people with respect, values diverse populations, and cultures.
2. Self-motivated and able to work independently.
3. Demonstrated degree of initiative and creativity
4. Must be flexible and have the ability to multi task.
5. Anticipates problems and seeks resolutions
6. Ability to prioritize tasks and requests and work in a confidential setting
7. Reliable, personally responsible, and trustworthy
8. Willingness to work varied hours including some weekends and evenings
9. Data entry skills
10. Microsoft Office proficient

**Assignment and Approval of Work:**

The Resident Counseling Advocate is directly supervised by the housing manager and receives assignments and directions from the housing manager.

**Financial Responsibility:**

1. Prior approval from the housing manager for any programmatic expenses.
2. Accurate and timely reporting of any expense reports.
3. Accurate accounting of any expenses from Resident's fund, gift cards, and bus tokens.

**Responsibility and Decision-Making:**

1. Demonstrate initiative
2. Assist with decision making regarding the acceptance of new clients into shelter.
3. Assist in providing coverage for shelter and Hotline.

**Data Reporting:**

- 1. Daily, accurate reporting of all data into all necessary databases.

**License/Certifications:**

- 1. 33/34 clearance
- 2. Valid Pennsylvania Driver’s License
- 3. Valid vehicle registration and insurance

**Physical Demands/Environmental Conditions:**

- 1. Operation of office equipment
- 2. Lifting up to 35 lbs.
- 3. Occasional travel
- 4. Willingness and ability to work varied hours, including nights and weekends.
- 5. Exposure to cleaning supplies, office chemicals, and insecticides

**VISION STATEMENT**

A Woman’s Place envisions a society where all individuals are safe in their relationships and can flourish.

**MISSION STATEMENT**

A Woman’s Place is a community-based social change organization committed to the empowerment of women and to ending intimate and domestic violence for all.

**VALUES STATEMENT**

To accomplish our vision of a society where all individuals are safe and can flourish, the programs, services, and decision making at all levels of A Woman’s Place are rooted in and guided by the following values:

**Courage:** A Woman’s Place acts bravely and boldly, notwithstanding fear.

**Creativity:** A Woman’s Place encourages the creation of meaningful new ideas, interpretations, and rules.

**Equality:** A Woman’s Place believes each and every one of us must collaborate to create a new society based in equal power and rights.

**Integrity:** A Woman’s Place is of sound moral character and adheres to ethical principles.

**Respect:** A Woman’s Place is considerate and honors the worth and dignity of all beings and resources.

**Social Justice:** A Woman’s Place analyzes structural social inequalities in order to promote justice.

**This is not an employment contract. A Woman’s Place has the right to change duties and responsibilities as needed.**

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**SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**EXECUTIVE DIRECTOR SIGNATURE**

\_\_\_\_\_  
**DATE**

