

Luna County
Position Description

Position Title: Part Time Healing House Shelter Advocate

POSTED: Friday, 11/30/18 @8:00 AM, CLOSES: Monday, 12/10/2018 @ 5:00 PM

Salaried(Y/N): N Salary Range: 4 (\$9.000 hourly) Shift: Evening/Night/Weekend Location: County of Luna	Department: Community Health & Well Being Program: Healing House Supervisor: Healing House Program Director Community Health & Well Being Director
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Summary: Under direction of the Healing House Program Director, performs a variety of work as assigned in a wide range of areas focused on clients and their families. Demonstrates strong ethical, professional and service oriented service to all clients. Responsible for crisis calls and assisting callers with safety planning and referrals. Shelter Advocate must be available to Shelter Clients and Crisis Clients at all times during their assigned shift. Provides screening, intake and orientation for new clients admitted to the Shelter during their shift and complete all necessary documentation. Coordinates with staff regarding needs of client, case management, counseling, legal advocacy, immigration advocacy, etc.

Essential Duties & Responsibilities: The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Shelter Advocate is in charge of the Shelter during their assigned shift. Participates in the maintenance and general upkeep of Shelter. Must be able to speak effectively before groups. Greet, assist and direct the public in a professional and service-oriented manner. Assumes responsibility for crisis situations involving clients. Provides advocacy to and supports clients. Attends local, regional and/or state meetings that involve the mission of the agency. Promotes cultural competency in working for victims of domestic violence. Speak and write effectively and efficiently all necessary reporting forms and client documentation. Work closely with other staff members to provide comprehensive services to clients. Must attend weekly staff meetings as set by Director.

Ensures compliance with applicable safety regulations and administrative policies, operating and maintenance instructions and procedure manuals.

Supervision:

Works under the direction of the Healing House Program Director.

Supervisory Responsibilities:

Supervises no one.

Minimum Qualification Standards:

Education, Certification and Experience:

Must have a high school diploma or GED certificate. Must be at least 21 years of age per grant requirements. **Must be able to complete and clear a CYFD finger print background check.** Must have a valid New Mexico Driver's License. Must pass a pre-employment drug screen and is subject to random drug screens.

Language Skills:

The skill to read, analyze and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. The skill to write routine reports, business correspondence. The skill to logically and effectively present information both orally and in writing and respond to questions from groups of managers, clients, customers and the general public and **must be bilingual per grant funding requirements.**

Knowledge:

Knowledge and understanding of the cycle of violence and be able to educate clients of these dynamics. Knowledge of standard computer software for word processing, spreadsheets, and presentations.

Ability:

Able to write routine reports and correspondence. Ability to effectively work with and inform County officials, employees, citizens’ boards and the general public. Ability to earn and maintain the respect of co-workers. Ability to plan, initiate, and coordinate with staff, needs of the client and or their families. Ability to communicate logically and clearly both orally and in writing; follow oral and written instructions, with minimal supervision. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Able to communicate effectively in Spanish as outlined by grant funding requirements. Ability to develop and meet goals and customer satisfaction initiatives. Ability to speak effectively on a one on one basis with individuals. Ability to exercise independent judgment and initiative with minimal supervision. Ability to work as a team player and be willing to deliver superior customer service to both internal and external customers.

Physical Demands:

Must be able to operate a variety of standard office equipment which includes a motor vehicle, computer, calculator, telephone, cell-phone, fax machine, copier, and projector. Employee is frequently required to sit, speak and hear and use hands to finger, handle, or feel objects, tools, or controls. During the work shift, the employee may be required to stoop, kneel, crouch, crawl, reach with hands and arms, climb and balance. Vision requirements include the ability to read routine documents and use a computer. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus. Due to the nature of the work the employee may be required to respond to accidents and or emergencies during the work shift.

Work Environment:

Work is usually performed inside under typical office conditions; the noise level in the work environment is quiet in the office, with some background noise, depending on the activity level within the Healing House.

Applicant Declaration

I have read the above Position Specifications. I understand the demands and expectations of the position described and to the best of my knowledge, have no limitations that would prevent me from performing these duties as indicated.

I hereby authorize Luna County to run a complete investigation on myself.

Signature _____

Date: _____

Printed Name _____

SS# _____

Date of Birth _____