



## Job Description

Job Title:	Overnight Crisis Advocate & Cleaning Specialist
Reports To:	Crisis Manager
FSLA Status:	Non-Exempt
Prepared Date:	September 2024

Christine Ann Domestic Abuse Services, Inc. is an Equal Employment Opportunity Employer.

**Summary:** The Crisis Advocate serves as a representative for the organization with responsibilities for delivering the agency's mission through first point of contact with the communities we serve. Crisis Advocates are responsible for providing services for survivors of abuse and for general oversight of the Christine Ann shelter and helpline. Domestic abuse services include help line coverage, completing intakes and outtakes with shelter residents, providing emotional support and individual options advocacy with survivors, and advocating for survivors with other service providers. General oversight of the Christine Ann shelter and helpline includes following security procedures, accepting donations, data entry and maintaining general cleanliness. The ideal candidate will be able to handle a busy environment through multi-tasking and organization, attention to detail and have the ability to endure the physical demands of cleaning, organizing and restocking and flexibility to focus and prioritize tasks.

### Scheduled Time:

40 hours/week:

- Monday start at 9p-Tuesday until 7am
- Tuesday start at 9p-Wednesday until 7am
- Wednesday start at 9p-Thursday until 7am
- Thursday start at 9p-Friday until 7am
- Training hours may fall outside of above shifts including but not limited to Sunday 11pm - Friday until 7am.
- Provide coverage for shifts not scheduled
- Respond to requests for availability and emergency coverage needs

### Essential Duties and Responsibilities:

- Serve as a representative for the organization with responsibilities for delivering the agency's mission through first point of contact

- Greet all clients, donors and visitors in a courteous and friendly manner
- Actively listen and assess needs of service recipients and offer appropriate level of service
- Gather information to determine eligibility for services for individuals seeking services
- Provide emotional support and education surrounding domestic violence.
- Safety planning
- Connect shelter residents, walk-in's and hotline callers to the appropriate staff Advocate
- Schedule client appointments
- Complete screenings and assess appropriateness for shelter and approve for shelter and outreach services as appropriate
- Conduct initial shelter intakes with clients once approved and complete outtakes, and offer surveys as needed
- Provide information about agency services and make referrals to other community resources and services based on need
- Accept donations and provide donors with receipts
- Appropriately convey agency information, donation needs, and events to prospective donors/callers
- Responsible for maintaining cleanliness in various settings, such as offices, client spaces, and client units.
  - Carrying out heavy cleaning tasks and special cleaning projects per agency needs
  - Disinfecting surfaces
  - Sweeping and mopping floors
  - Dusting
  - Replenishing and restocking supplies
  - Making top and bottom bunk beds, washing linens, and changing the linens
  - Vacuuming and shampooing carpeting and rugs
  - Disposing of trash
  - Keeping an inventory of cleaning supplies and ordering them as needed
  - Performing routine inspections in partnership with the Facility Manager and Crisis Manager
- Collaborate with Law Enforcement to connect survivors to services and appropriately document LAP information
- Support shelter and agency guidelines and expectations as outlined in the shelter and agency expectations
- Assist shelter clients with on-going daily needs & services.
- Complete rounds throughout the shelter
- Assist the crisis team with shelter and office cleanliness. Including ongoing cleanliness of office spaces and cleaning client bedrooms and common areas within our shelter
- Provide clients with basic material assistance as appropriate
- Sort and distribute incoming program and resident mail

- Address and work collaboratively with all teams regarding client issues, including following the on-call procedure
- Work cooperatively with Development Team to train and provide support to staff, volunteers and interns working in the Crisis office
- Coordinate with the Crisis Team Lead to ensure shelter coverage needs are met.

Set and follow protocol for alarms and maintain building safety and security:

- Initiate communication and adhere to emergency procedures and facility needs
- Work in partnership with the Facilities Manager to communicate maintenance needs and security concerns

Provide data entry support including but not limited to:

- Enter LAP data into the spreadsheet
- Enter intake and outtake information
- Document shredding

**Additional Job Duties including but not limited to:**

- Adhere to Christine Ann value statements
- Make sure the front desk area is professional and organized
- Record statistics and documentation of client contacts
- Communicate to the next shift verbally and in writing with any updates or ongoing topics
- Organize and stock closets and shelves
- Follow donations process via the helpline and in person
- Read phone coverage book and provide objective note taking
- Attend Crisis team meetings as scheduled and review recorded all team meeting meetings and notes
- Provide coverage for shifts not scheduled
- Respond to requests for availability and emergency coverage needs

**Supervisory Responsibilities:**

This job requires no supervision of staff

*Responsible for additional job duties as assigned*

**Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,*

*skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Education / Experience**

- Preferred associate's or bachelor's degree or working toward in human services, social services or similar degree.
- Experience working with individuals providing advocacy, referrals and assistance is preferred.
- Experience working with domestic abuse preferred

### **Skills and Abilities**

- Must be able to work alone.
- Must be able to pass a fingerprint-based background check.
- Ability to maintain records is a requirement.
- Ability to communicate clearly is necessary, including speaking understandably and comprehending oral conversation.
- Must be able to speak, read and write English.
- High level of initiative and organizational skills.
- Exceptional interpersonal skills.
- Background in working with diverse populations is helpful.
- Must be able to handle evolving or crisis situations with flexibility, sensitivity and reason.
- Must be able to work under pressure.
- Must be a creative problem solver.
- Communication skills to take direction and work alongside other advocates
- Attention to detail to perform a thorough job
- Organizational skills to keep rooms and storage closets clean and organized
- Must be able to uphold all confidentiality policies.

### **Physical Demands and Work Environment:**

*The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- All work will be performed at Christine Ann Domestic Abuse Services in Oshkosh.
- Independently enter and move within buildings and walk staircases.
- Ability to lift and move objects weighing approximately 40 pounds.
- Ability to reach, bend, stoop and frequently lift up to 40 pounds

**Acknowledgement:**

This job description describes the general nature and skills/experience required of this position. The “Duties and Responsibilities” describe those functions considered essential to the position. This description does not state or imply that these are the only duties and responsibilities assigned to the position. Employees may be required to perform other position-related duties as requested by their supervisor or the Executive Director. All requirements are subject to change at the discretion of the Executive Director.

I have read and understand all the above position description. I have reviewed the duties I am responsible for, as well as the minimum requirements for this position, with my supervisor. I understand that this document does not create an employment contract between me and Christine Ann Domestic Abuse Services, Inc. I also understand that I may at any time terminate my employment relationship with Christine Ann Domestic Abuse Services, Inc., and conversely, I understand that Christine Ann Domestic Abuse Services, Inc. is an at will employer.

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date