



## **Job Announcement: Shelter Advocate - Part-time Overnight & Weekend Shifts**

### **AGENCY OVERVIEW:**

Apna Ghar provides holistic services and conducts advocacy across immigrant communities in the Chicago area to end gender violence. Apna Ghar's services are delivered in a culturally and linguistically appropriate manner. Our programs include a 24-hour crisis line, emergency housing, legal advocacy, individual and group counseling, case management, supervised visitation and safe exchange as well as outreach and education. Visit [www.apnaghar.org](http://www.apnaghar.org) for more information.

### **POSITION SUMMARY:**

The Shelter Advocate is responsible for ensuring a safe and healing environment focused on the empowerment of women and children survivors of violence and trauma. Duties include providing direct support to survivors through crisis counseling (in person and on the 24-hour crisis line), safety planning, advocacy, case management and life skills support. The current opening is on a part-time basis scheduled primarily for overnight and weekend shifts.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Works directly with program participants to develop and implement individualized service plans
- Provides individual and group support to program participants
- Answers the 24-hour crisis line, assesses the needs of each caller, and provides appropriate information and referrals to each caller
- Completes accurate and timely written documentation and engages in prompt & comprehensive verbal communication with staff and supervisor as needed (e.g. shift changes)
- Ensures safety within communal living by promptly mediating conflicts and communicating programmatic expectations
- Ensures facilities upkeep by coordinating housekeeping duties amongst staff and program participants, completing regular facility checks, and appropriately reporting any problems or maintenance
- Assists with the daily living needs of shelter residents including access to food, medications, personal care items, and coordination of transportation and accompaniment needs of clients
- Maintains knowledge of current trends related to gender-based violence, marginalized communities, immigration issues and resources in Chicago
- Performs other tasks as assigned

### **PREFERRED JOB REQUIREMENTS:**

- 40-Hour Domestic Violence training certification
- Experience in a residential setting serving vulnerable and marginalized populations
- Bachelor's degree in social sciences, human/public service, social work or related field
- Fluency in Hindi/Urdu or other Asian, Middle Eastern and African languages
- Available to work flexible hours including weekends and overnight shifts
- Computer literacy: able to use databases and MS Office etc.
- Excellent interpersonal and intercultural communication skills
- Interest in working as part of a multicultural team and with diverse populations
- Self-motivated and self-starter with the ability to work well under pressure

### **APPLICATION PROCESS:**

Submit your resume and cover letter with salary history to [hmahdi@apnaghar.org](mailto:hmahdi@apnaghar.org) with "Shelter Advocate" in the subject of your email. No phone calls, please.