



## **Job Description - Shelter Advocate**

### **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. Additional responsibilities include facilities upkeep, outreach and administrative tasks.

### **RESPONSIBILITIES:**

- Responds to service seekers on the the 24-hour crisis line, assesses their needs, and provides appropriate information and referrals to each individual.
- Works directly with program participants to develop and implement individualized service plans
- Provides individual and group support to program participants
- Completes accurate and timely documentation and engages in timely, accurate and relevant communication
- Ensures the well-being of residents and a comfortable and safe communal living environment
- Ensures facilities upkeep by coordinating duties amongst staff and program participants, completing regular facility checks, and appropriately addressing all facilities related issues
- Ensures that the daily living needs of shelter residents are met, including access to food, medications, personal care items, and coordination of transportation and accompaniment needs of clients
- Ensures timely and accurate data gathering and data entry, maintaining activity records and ensuring that all administrative responsibilities are met
- Conduct outreach, build and maintain relationships with service providers, community organizations and members to ensure that those in need receive timely and high quality of services
- Ensures interagency cooperation, information sharing and collaboration
- 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 QUALIFICATIONS:**

- 40-Hour Domestic Violence training certification
- Experience in a residential setting serving vulnerable populations
- Bachelor's degree or higher in relevant field or equivalent experience
- Multilingual with cultural competence, empathic and active listening skills
- Available to work flexible hours including weekends and overnight shifts
- Computer literacy: able to use databases and MS Office etc.
- Self-motivated with the ability to work well under pressure, and in a team environment

### **APPLICATION PROCESS:**

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