



**ESH Shelter Advocate** (part-time, weekend and overnight shifts)

**Our Mission:** The Elizabeth Stone House (ESH) partners with adult and child survivors of domestic violence and related trauma – mental illness, housing instability and substance misuse – to achieve safety, stability, and overall wellbeing, thereby contributing to the strength, resiliency, and health of the community we serve.

**Position Summary:** The Shelter Advocate provides family-centered services for survivors of domestic violence in the emergency shelter including: crisis intervention, emotional support, safety planning, advocacy and support for basic needs. The Shelter Advocate works with a team to provide a range of services and support within a trauma-informed setting. The Shelter Advocate is supervised by the Residential Case Manager Coordinator.

This is a part-time weekend and overnight position with available 12-hour shifts (8 PM-8 AM seven days a week, 8 AM- 8 PM Saturday and Sunday), including holidays and snow days. Staff are permitted to sleep during overnight shifts when specific conditions are met and must awaken to answer the 24-hour hotline. Preference will be given to candidates who can commit to two shifts weekly.

**Primary Job Duties and Responsibilities:**

- Develop and maintain collaborative relationships with participants through regular contact and consistent engagement.
- Provide family-centered support to residents of the ESH emergency domestic violence shelter. Advocacy may include crisis intervention and de-escalation, assisting participants with basic needs, providing information and referrals to residents and hotline callers.
- Answer 24-hour hotline; utilize supportive listening and crisis intervention skills, and provide callers with appropriate information and referrals.
- Ensure that the shelter is welcoming, responsive, and supportive to the needs and experiences of all shelter residents.
- Prepare room(s) and provide orientation to ESH shelter for new residents.
- Update SafeLink twice daily (Saturday and Sunday) with availability of shelter room(s).
- Assist in Food Bank distribution to shelter residents.
- Working as part of the Residential Team, assist in ensuring the safety and security of all residents by being aware of the activities taking place in the residence, being aware of the needs of participants, and routinely assessing safety.
- Maintain accurate and complete records in ETO database including daily recording of case notes, points of service, and efforts. Maintain appropriate paper files for program participants.



- Ensure timely and accurate communication with Residential Team regarding participant experience and needs.
- Demonstrate commitment to developing and delivering trauma-informed services that incorporate current best-practice standards.
- Attend and participate in regular individual supervision, case reviews, and staff meetings. Attend and participate in ongoing professional development workshops and trainings.
- Complete other duties as needed to ensure that shelter residents are provided with trauma-informed, professional services in alignment with the mission of the Elizabeth Stone House and consistent with ethical, legal, organizational, and funder requirements.

**Qualifications and Requirements:**

- Demonstrated experience working with survivors of domestic violence; Associates or Bachelor's degree preferred.
- Bilingual (Spanish/English) preferred.
- Ability to work collaboratively and effectively in an environment that is linguistically and culturally diverse, including non-English speaking families, LGBT participants, and all gender identifications.
- Experience working with survivors experiencing mental health and substance use challenges preferred.
- Knowledge of issues related to parenting and child development, and the impact of trauma on families.
- Ability to work as a part of a dynamic team and manage multiple, sometimes competing demands.
- Proficiency with computers, including ability to use data entry software.
- Able to climb and descend stairs, to bend and lift up to 30 lbs.
- CORI background check is mandatory; CORI history will be reviewed and may not disqualify candidates.

To apply, please email a resume and cover letter to Tanya McLean  
at [tmclean@elizabethstone.org](mailto:tmclean@elizabethstone.org)