



Bilingual Shelter Advocate

The Henderson House Shelter Advocate provides domestic violence and sexual assault advocacy services, crisis intervention, support group facilitation, and resource referrals to women, men, and children in Yamhill County, Oregon.

Please email resumes to abrooks@hendersonhouse.org by January 31st, 2025.

Status:	Full Time, Regular Non-Exempt
Hours per week:	37.5
Supervisor:	Executive Director & Deputy Director
Pay:	\$25.00/hourly + benefits

RELATIONSHIPS

- Reports to the Executive Director & Deputy Director
- Often works independently as an advocate, at the Henderson House Advocacy Center and Shelter
- Will interact and work cooperatively with other employees and volunteers of the agency
- Primary contacts outside the agency are social service agencies, state agencies, community organizations throughout the county, new clients and their family members, established clients, local court personnel, law enforcement, and medical personnel

RESPONSIBILITIES

- Providing advocacy and resource referrals to women, men, and children who are identified victims of domestic violence, sexual assault/abuse, trafficking or stalking
- Providing resource referrals, crisis counseling, safety planning, case management, transportation of clients to appointments, assisting with completing protection order filings, and accompanying clients to court and medical facilities
- Utilizing guidelines, knowledge, and judgment when determining eligibility for agency services
- Bringing clients into the shelter and performing the intake process
- Managing Shelter resources, ensuring that necessary items are available for Shelter clients, and coordinating with service providers to maintain Shelter operations
- Observing and recognizing child abuse/neglect issues and reporting to the Deputy Director
- Gathering, analyzing, and formatting data from a variety of sources
- Typing and composing emails and reports utilizing proper spelling, grammar, punctuation and layout. Responsible for accuracy and clarity of final copy
- Facilitating volunteer trainings as needed
- Attending meetings, providing back-up support to other advocates, receiving internal and external training
- Answering the 24-hour crisis line and serving “on call” on weeknights, weekends, and holidays on a rotating schedule with other advocates
- Ability to work independently, scheduling appointments and meetings, determining their workload priorities based on agency needs
- Must not pose a risk to self or others, demonstrates appropriate conduct, and maintains acceptable dependability level



QUALIFICATIONS

Education/Work Experience

- Bachelor's Degree in social service or related field preferred. Equivalent experience in lieu of education may be considered
- Must have a comprehensive understanding of domestic and sexual violence, oppression, and related issues
- Familiarity with social service agencies, other agencies, and community organizations in Oregon
- Previous experience providing advocacy, case management, or customer service
- Demonstrated ability to work within the constraints of agency systems and procedures

Communications/Language

- Excellent written and oral communication skills
- Public speaking or educational experience preferred
- Must be able to represent the agency in a competent professional manner
- Must be able to provide information on domestic violence and sexual assault issues to clients
- Bilingual in Spanish and English required.

Other Requirements

- Excellent organizational skills
- Willingness to work within the constraints of agency systems and procedures
- A self-motivated, independent, creative and resourceful individual who relates well to a variety of people
- A willingness to ask questions for clarification and job completion, and a willingness to take on other responsibilities as requested by the Deputy Director or Executive Director
- Provides appropriate and accurate information in a calm and professional manner
- Must be able to observe and evaluate various situations and share positive and productive options for clients and their children
- Must use non-violent, non-threatening, positive approaches with children and clients and maintain a calm and professional manner
- Must have a valid Oregon Drivers' license
- Ability to effectively operate office machines as required performing job duties
- Ability to effectively use Microsoft computer programs such as Word, Excel, and PowerPoint
- Ability and willingness to perform diverse projects and allocate time accordingly and work independently
- Familiarity with and ability to follow Client's Authorization to Release Information forms and abide by the Client Confidentiality Policy
- Must be able to make simple mathematical calculations