



2532 N. 4th St #506
Flagstaff, AZ 86004
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Website: www.northlandfamily.org

DOMESTIC VIOLENCE SHELTER ADVOCATE

NFHC Domestic Violence Shelter may have current openings for full-time, part-time, or relief positions.

- Full-time: Minimum of 32 hours a week
- Part-time: Minimum of 16 hours a week
- Relief: Assists with filling in shifts as needed or are scheduled to work fixed # of hours/week that is less than 16/week. Relief positions are great opportunities for people with limited availability to get involved in helping survivors or to start employment if the shelter does not have current openings for part-time or full-time positions!

Email hr@northlandfamily.org to submit a job application or inquire about current job openings

Status: Non-exempt
Salary: \$17.50/hour, \$18.50/hour for hours worked between 10:00 pm and 6:00 am
Benefits: PTO accrual on hours worked, 403(b) retirement plan option, holiday pay, paid initial 40-hour training, continued learning environment with paid trainings
Funding: Subject to availability of funds

POSITION SUMMARY: This position is responsible for providing daily support and advocacy for residents in Northland Family Help Center's Domestic Violence Shelter, in compliance with funders and NFHC Policies and Procedures.

ESSENTIAL DUTIES / RESPONSIBILITIES

- Provide information, support, and education to clients
- Provide care to clients as indicated by their goals
- Assist clients to understand and achieve program expectations
- Intervene in crisis situations related to client care and safety
- Provide or assist with educational group activities for clients
- Assist clients in their interaction with other agencies
- Make appropriate referrals to other agencies according to client needs
- Maintain accurate records and documents
- Provide house management as needed (cleaning, organizing, sorting donations, etc.)
- Respond to visitors and residents at the door and on the phone, including answering 24/7 crisis line
- Complete frequent health and safety checks of shelter and building
- Attend and participate in mandatory trainings
- Attend and participate in required staff meetings
- Attend and participate in supervision with Shelter Manager and clinical support as needed
- Participate in on-call rotation duties
- Ability and willingness to provide First Aid or CPR to clients or staff members if necessary
- Other duties as may be assigned

KNOWLEDGE, SKILLS, AND ABILITIES

A Domestic Violence Shelter Advocate must possess the skills and knowledge necessary to:

- Protect client rights and provide treatment that promotes client dignity, independence, individuality, strengths, privacy, and choice
- Recognize trauma response symptoms

- Meet the unique needs of the client populations served by NFHC, including victims of domestic violence, family violence, sexual assault, and/or human trafficking
- Protect and maintain confidentiality of client records and information
- Recognize and respect cultural differences
- Recognize, prevent, and respond to a situation in which a client: may be a danger to self or a danger to other, behave in an aggressive manner, may be experiencing a crisis situation, or may be experiencing a medical emergency
- Demonstrate ability to embody NFHC's Mission, Philosophy, Values, including trauma informed approaches, empowerment, and respect
- Demonstrate ethical behavior, and understand and implement principles and ethics of social services practice
- Recognize and respond to a fire, disaster, hazard, or medical emergency

MINIMUM QUALIFICATIONS

- Must be at least 21 years of age
- Associate's Degree in a field related to behavioral health, social services, health, public health, or human services
- Any equivalent combination of experience, training, or education as approved by Executive Director

PREFERRED QUALIFICATIONS

- Bachelor's or Master's Degree in a field related to behavioral health, social services, or human services
- Experience in behavioral health, social services, or human services

REQUIRED CERTIFICATIONS

- Valid driver's license
- Proof of auto insurance
- Diploma or official transcripts
- Successful annual TB test (upon hire)
- Successful biannual physical exam (upon hire)
- Adult, child, and infant First Aid/CPR (upon hire)
- Fingerprint Clearance Card (upon hire)
- Successful background checks (upon hire)
- Any other certification or acknowledgment as may be required by the agency, licensure, or funders

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Position requires periods of desk time, as well as periods of mobility

- Position requires the ability to keep pace with clients (children ages birth to 18, and/or adults)
- Position involves frequent interaction with residential shelter clients, individuals with mental health challenges, and abuse survivors, both adult and child
- Position may require lifting/carrying up to 50 lbs
- Position may require kneeling, reaching, and stooping
- Position requires fluent and effective communication skills with diverse age groups and populations
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions

This job description is intended to describe the general nature and level of work being performed. This job description is not intended, nor shall it be construed as, a contract of or for employment, nor is it an exhaustive list of all responsibilities, duties and skills required of staff so classified. Northland Family Help Center reserves the right to amend this job description at any time, with or without prior notice.

Northland Family Help Center is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.