

**A SAFE PLACE  
LAKE COUNTY CRISIS CENTER  
Overnight Advocate**

The Overnight Advocate is responsible for providing data entry, advocacy, education and crisis intervention for survivors of domestic violence and their children, who are residents of the shelter, and to telephone callers in crisis. Advocate reports to the Director of Shelter Services and works closely with all programs.

**RESPONSIBILITIES:**

Provide crisis intervention and referrals for callers on the crisis line.

Conduct intake and eligibility evaluations to determine client's needs and appropriateness for services.

Data entry of intake information, court paperwork, process notes and other data as needed.

Ensure documentation in client records is appropriate, accurate, timely and in accordance with agency policies and grant funding requirements.

Provide education on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety and abuser accountability, providing referral sources internally and/or externally when appropriate.

Interact with clients in the community areas of the shelter and role model appropriate social skills, conflict resolution, parenting and other skills of daily living.

Provide support and education regarding domestic violence issues using a non-judgmental approach in working with clients.

Conduct walk-thru(s) throughout the assigned shift and ensure alarms are activated according to agency protocols.

Attend, participate in, and conduct appropriate training and education, as requested.

Perform additional responsibilities as assigned.

## **QUALIFICATIONS:**

Bachelors degree in social work, counseling or closely related field. High School diploma (or GED) and two years experience in social services and domestic violence may be considered in lieu of degree.

Knowledge of computer software programs and ability to enter numerical and alpha data accurately and efficiently. Familiarity with Microsoft Word, Excel and Access is helpful.

Must be able to lift up to 20 lbs. and be able to walk up stairways for organization of donation storage and accessing client living quarters.

Ability to sit for prolonged periods of time.

Ability to operate computer and other office machinery.

Excellent written and oral communication skills.

Excellent interpersonal skills that demonstrate genuine concern and respect toward clients and other staff.

Ability to provide active listening, encouragement and empowerment to clients while maintaining appropriate professional boundaries and adhering to agency and professional codes of ethics.

Ability to accept, understand and relate sensitively to people of varied socio-economic, racial, cultural, gender preference, sexual and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivor's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.

*Please be aware that an agreement to hire should not be considered a contract of employment for any definite period of time or the guarantee of any particular rules, policies and conditions of employment. In addition, under Illinois law the employment relationship is terminable at will by either party.*

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_