

On Call Advocate



Availability

- Provide an accurate schedule of your availability to your supervisor. You will accept shifts during the times you indicated you'd be available and update regularly. If you are unable to take a shift for three consecutive months, your employment will be reassessed and potentially ended at that time.

Overnight Back-Up

- Sign up to be available for overnight shifts at least five times per month. When you sign up to be the Overnight Back-Up, you agree to work the overnight shift if needed (generally 10:45 pm to 8:00 am). You may be called in to work any time prior to or during that shift. You will be paid \$10.00 for signing up, whether you are called in or not. Remember to include these dates on your time sheet.

Accept Shifts

- Accept shifts on an as-needed basis, both in advance and on short-notice, working a minimum of one shift per month.
- Accept shifts to work at either shelter in the office, as a children's advocate, out-of-office, or during an overnight.
- Once you've accepted a shift, it is your responsibility to work it---or find a replacement if you discover you are unable to work the shift.
- Return calls in a timely manner when asked to fill a shift, whether you are accepting the shift or not. For short notice shifts, the expectation is that you will respond within the hour and within 24 hours for regularly scheduled shifts.

Holiday Shifts

- Work one holiday shift each year, as needed. Holidays include Thanksgiving, Christmas Eve, Christmas, New Year's Eve, and New Year's Day.

On Call Meetings

- Attend/participate in monthly On Call meetings. On Call Meetings are held the second Thursday of every month from 5:30 – 6:30 p.m. or via email correspondence, as determined by the supervisor.

On Call Advocate



Essential Duties & Responsibilities

1. Answers crisis calls, explains options, provides safety planning and assists in getting residents and children to safety.
2. Assists with HUD entries and exit paperwork.
3. Assists and tracks continued contacts.
4. Assists with facilities.
5. Completes in-take and exit procedures with shelter residents.
6. Provides crisis intervention and advocacy to residents in all shelter programs.
7. Provides transportation to residents.
8. Provides basic education regarding the dynamics of domestic violence, the impact on children, non-violent parenting techniques, etc.
9. Assists residents with goal setting, advocacy, medical, legal, housing, and financial referrals, employment/vocational services and other assistance.
10. Facilitates group session and support groups.
11. Provides advocacy and follow-up as needed with outside agencies.
12. Reviews program logs and documents interactions with residents.
13. Maintains records and statistics as part of the Agency's Program Evaluation system.
14. Assists with the training of new staff and volunteers.
15. Assists in problem-solving and conflict resolution among residents.
16. Participates in the cleaning and minor maintenance of the shelters.
17. Ensures adherence to shelter rules, policies, and procedures.
18. Responds to requests for assistance or supplies from shelter residents.
19. Completes pre-service and annual training.
20. Makes educational/informational presentations to community groups and interested parties.
21. Assists with picking up, sorting, and distributing in-kind donations.
22. Assists residents in moving to transitional units or to permanent residences.
23. Assists with special projects and tasks as assigned by the Program Coordinator.

Friendship Home of Lincoln is an equal opportunity employer. Survivors, women, Black, Indigenous, and other people of color (BIPOC), trans folks, LGBTQ individuals, and people with disabilities are highly encouraged to apply.

