

Job Title:	Operations Advocate	Job Category:	Advocate
Department/Group:	Programs	Job Code/Req#:	
Location:	Richmond, TX	Travel Required:	75%
Level/Salary Range:	Hourly	Position Type:	Full-Time
HR Contact:	Tina Hood	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			
Job Description			
<p>The Fort Bend Women’s Center provides outstanding and innovative programming that:</p> <ul style="list-style-type: none"> • Is brain health based? • Operates within a positive reinforcement framework that increases hope and social connectivity. • Reduces the negative impact of trauma, often from lifelong abuse. • Fosters client self-determination and accountability • Provides mobile services. • Is data-driven? • Uses evidence-based traditional and innovative services. <p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Ability to respond appropriately to crises, issues, and emergencies when necessary. • Answer hotline crisis calls. • Assists and monitor volunteer and volunteer related events at the residential facility. • Assists in the kitchen as needed. • Attends weekly meetings with the Operations Lead. • Be professional and abide by agency core values: Service, Passion, Integrity, Respect, Innovation, and Teamwork. • Checks overall shelter conditions & maintains cleanliness. • Cleans and sanitizes residential rooms whenever necessary. • Completes timely and accurate documentation. • Completes new client onboarding in an accurate and timely fashion. • Completes a verbal shift change with the last shift, reads and ensures understanding of previous written shift notes, and takes action to gain clarification regarding any shift notes, if needed. • Ensures overall safety and well-being of shelter residents. • Follows all safety guidelines to ensure the safety of clients and staff. • Handle calls for donations and administrative inquiries. 			

- Have good listening skills, be a team player, be flexible, respond to clients/callers courteously, and project a caring attitude.
- Maintain the shelter log and required documentation, including hourly entries about shelter activities and other happenings.
- Maintain Room Integrity Process by performing visual room inspections as well as ensuring the shelter board is reflective of accurate and real time room updates.
- Meets weekly with Operations Advocate Lead
- Monitors shelter security cameras in real time and views recorded video (playback) only in instance of residential client incidents or as deemed appropriate by leadership.
- Organizes, stocks, and distributes client supplies regularly.
- Provide crisis intervention assistance to clients and prospective clients.
- Reads and completes prior shift notes and updates accordingly.
- Relays information for tours, events, etc. to the appropriate staff member to ensure proper staffing, supplies, etc.
- Responds to email correspondence in a timely fashion.
- Rotates with team members to transport clients locally.
- Sets out designated food and drink items for clients during snack times.
- Sorts and ensures client mail is filed.
- Supports clients' self-determination and informed decision-making.
- Take calls/messages and properly relay them to the appropriate staff member.
- Travel required in greater Harris and Fort Bend County areas.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Works rotating shifts, including weekends, holidays, and overtime.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Welcomes and provides new clients with a shelter tour and prepares a welcome kit comprised of new pillows, sheets, and towels for each new household member.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma or equivalent; some college preferred.
- Residential advocacy experience is a plus.
- Proficiency in Microsoft Office Suite, particularly Microsoft Excel and Word.
- Clear and effective written and oral communication skills.
- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Pass a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! It is a rewarding job that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates strong communication, strong time management, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.

- Displays ability and willingness to make appropriate decisions, respond compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, and includes right people in the decision-making process.
- Displays creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with various situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Applies basic strategies for good communication, including developing rapport/trust using active listening, effective nonverbal communication, and cultural competency.
- Works with clients in a respectful and non-judgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective that supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Applies strategies for addressing conflict and moderating one's reactions to communications with clients and coworkers.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and various responsibilities.
- Speaks clearly in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes accurately, respectfully, and informatively; edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time, or notifies appropriate person with an alternate plan.
- Travel may be required in greater Harris and Fort Bend County areas.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____