



The mission of the East Los Angeles Women's Center is to insure that all women, girls and their families live in a place of safety, health, and personal well-being, free from violence and abuse, with equal access to necessary health services and social support, with an emphasis on Latino communities.

East Los Angeles Women's Center, a non-profit organization provides trauma informed services for women and their families, focusing on sexual and domestic violence and HIV/AIDS; offering crisis intervention, prevention, education, and advocacy in order to address the needs of a primarily Latino community.

Title: Weekend Shelter Advocate

Job Summary: Under the direction of the Hope & Heart Shelter Coordinator, the Shelter Advocate position is responsible for client intake, program orientation, occupancy, and coordination of placement. This position will also be responsible to ensure that residents are in compliance with program guidelines and overall maintenance of the facility.

Schedule: Weekend (PT): Saturday and Sunday 8:30 am- 5:30 pm

ESSENTIAL DUTIES

- Provide an environment that is trauma informed and supportive to shelter residents;
- Follow all shelter safety and confidentiality protocols and ensure residents do as well;
- Help to mediate any disputes and ensure shelter is a hospitable environment for all residents;
- Coordinate with Housing Program Manager and Case Manager on client needs;
- Be available to respond to client questions and needs;
- Document progress notes in the database;
- Help with any food orders or deliveries;
- Help develop, facilitate social activities/events; and
- Ensure that residents have access to household and personal supplies.

Crisis Intervention: Provide short-term intervention to help clients receive assistance, resources, stabilization and support.

Conflict Resolution: Manage and diffuse conflict between residents as they occur and manage any safety concerns that may arise from conflicts and contact Housing Program Coordinator or on call staff members if immediate assistance is needed; Document all incidents and continue to monitor resident relations; and communicate disputes and/or issues that require further intervention to Shelter Program Coordinator.

Shelter Management: Oversee the daily maintenance and operations of the shelter.

- Document any incidents, resident issues that arise throughout shift (and contact Housing Coordinator or on call staff as needed);
- Uphold policies and procedures that contribute to the safety and confidentiality of the ELAWC Shelter Program.

Administrative Assistance: Provide administrative support that facilitates the day to day operations of the shelter.

- Maintain inventory of office supplies and order when needed;
- Assist with maintaining resources such as housing listings, medical, dental, etc;
- Assist in scheduling transportation for clients (such as Uber, Lyft, etc.);

Hotline Calls: Answer hotline calls from ELAWC's 24/7 hotline.

- Answer hotline calls from ELAWC's 24/7 hotline, and respond accordingly;
- Perform hotline fact sheet, shelter intake (if eligible), screen new referrals, triage needs, create initial action plans, and coordinate with client, staff, and partners to address emergency needs.
- Inform on-call Emergency Response staff of any urgent calls that required immediate follow-up from the hotline;
- Document all hotline calls in the database.
- Other duties in line with ELAWC Shelter Program needs, as needed and requested.

REQUIREMENTS

- Bachelor of Arts or Science degree, or extensive experience and demonstrated skills and aptitude considered in lieu of education.
- Minimum of 1 year experience working in the shelter setting.
- Experience in crisis intervention preferred.
- Excellent computer skills including knowledge of Microsoft Office preferred.
- Completed Successfully the Sexual Assault and Domestic Violence State Certified Training or ability to complete it within first six months of employment. Applicants with already completed training highly preferred.
- Bilingual preferred (Spanish).
- Demonstrated sensitivity to and knowledge of issues involved in working with diverse populations and/or with individuals who have limited English proficiency.
- Ability to maintain a positive, cooperative, and professional demeanor with clients, partner organizations, volunteers/interns, staff/board, donors, consultants, and members of the public.
- Excellent oral and written communication skills.
- Must be organized, flexible, detail-oriented, and multi-tasking.
- Sincere commitment to working independently and responsibly. Must be a self-starter, able to work in a team environment and manage time effectively.
- Appreciation of sensitive confidentiality issues with demonstrated commitment to trauma informed and survivor-centered practice.
- CA driver's license with access to insured car (Good driving record a must).
- Physical demands are typical for an office environment, including sitting, reaching, lifting, speaking, hearing, and seeing. Reasonable accommodations will be made.

Compensation:

Job Type: Part-time

Pay: \$18.00 - \$20.00 per hour

Please email your resume to dalarcon@elawc.org and indicate the position for which you are interested. Qualified applicants will be contacted for an interview. Applications will be accepted until the position is filled.

Please note: We are committed to recruiting and engaging individuals without regard to disability, identity, gender, race, religion, or sexual orientation.