

Shelter Advocate Volunteer

Volunteer Position Description



Position & Responsibilities

Role Summary

Collaborate with staff to support victim/survivor needs while in shelter. The Shelter Advocate Volunteer will serve residents with a trauma-informed, strengths-based and client-centered approach while assisting residents to work toward self-sufficiency.

Impact & Benefits

- Practice supportive responses and conflict resolution techniques
- Foster a safe and empowering community and practice advocacy to support individuals and families who have experienced trauma
- Gain experience in a residential shelter setting, building relationships with the team and with clients

Position Responsibilities

- Create safe and supportive relationships with clients
- Provide advocacy and 1:1 support to clients in shelter, connecting them to internal and external resources that foster safety, hope, healing, and housing
- Provide advocacy and support using a strength based, non-judgmental and client centered approach
- Complete client intakes and assessments
- Promote safety and security in the shelter environment through administration of crisis support services, security maintenance, shelter floor “rounds,” and client de-escalation
- Complete shelter operational support tasks (i.e. client intake/exit duties, meal-time support, client-assistance services (ordering cabs, giving out hygiene items, etc.), room checks, cleaning, organization of supplies)
- Provides assistance and support to the children and youth in the program
- Provide childcare and transportation as needed
- Complete necessary paperwork, data entry, case notes, and administrative work related to client services

Qualifications & Expectations

Position Qualifications:

- Knowledge of domestic violence related issues and systems
- Experience working with victim/survivors of trauma
- Ability to welcome and engage a diverse group of clients and team members with a demonstrated commitment to diversity, equity, and inclusion
- Ability to set and uphold professional boundaries
- Understand and work from Tubman’s set of values and philosophical approaches, including harm-reduction/housing first, trauma-informed care, violence as a learned behavior, and client-centered and led work

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.

**Time Commitment & Availability**

- Commit to 6-10 hours per week for a minimum of four months
- Daytime weekday availability required

Supervision & Training

- Attend Tubman's five part Volunteer/Intern Orientation and Training series
- Supervision provided by Shelter Advocate staff

Organization

For 40 years, Tubman has been leading the way to hope for women, men, youth and families who have experienced relationship violence, sexual exploitation, addiction, mental health challenges or other trauma. We provide countless ways to help including safe shelter, legal services, mental and chemical health counseling, elder abuse resources, youth programs, community education and much more. www.tubman.org

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