

<b>Job Title</b>	Resident Advocate
<b>Employer/ Agency</b>	Fort Bend Women's Center
<b>Job Description</b>	<p><b>ROLE AND RESPONSIBILITIES</b></p> <p>Responsible for the overall functioning of the shelter and resident cooperative living, assisting the agency speakers' bureau with community outreach presentations, conducting shelter tours, providing incoming clients with eligibility screening, support, crisis intervention, information, and additional service coordination (such as transportation/childcare and dispatching HART Volunteers) for survivors of family violence and sexual assault, handle 24-hour hotline crisis and other calls for donations and administrative inquiries.</p> <ul style="list-style-type: none"> <li>• Must have agency core values – Service, Passion, Integrity, Respect, Innovative, Teamwork.</li> <li>• Must possess a client-centered approach.</li> <li>• Supervise daily resident community chore list.</li> <li>• Oversee a caseload of 10-12 clients while collaborating with an interdisciplinary client services team consisting of a case manager and other staff providing ancillary services.</li> <li>• Increase client engagement and rapport by initiating one-on-one weekly client meetings, facilitating psychoeducational groups, and conducting house meetings.</li> <li>• Oversee and participate in the intake process, ensuring that documentation is completed correctly, and appropriate procedures are followed in a timely manner.</li> <li>• Respond to email correspondence in a timely fashion.</li> <li>• Maintain strict confidentiality of the shelter and clients served.</li> <li>• Must have basic computer skills in Microsoft Office / Outlook to effectively utilize email and prepare documents.</li> <li>• Enroll in agency's speakers' bureau to present during community outreach and /or fundraising events.</li> <li>• Be knowledgeable of program policies and procedures.</li> <li>• Mediate shelter client disagreements and or grievances, uphold client accountability process, and conduct process conversations.</li> <li>• Maintain shelter board and required documentation and update daily, record hourly entries pertaining to shelter activities.</li> <li>• Ensure that staff, clients, and volunteers always adhere to shelter policies and procedures as well as schedules.</li> <li>• Provide crisis intervention and support to incoming hotline callers and live chat, as needed.</li> <li>• Have good listening skills, be a team player, be flexible, respond to clients/callers with courtesy, and project a caring attitude.</li> </ul>

	<ul style="list-style-type: none"> <li>• Must be able to handle up to four incoming calls at once, have good listening skills, be a team player, be flexible, respond to clients/callers with courtesy, and project a caring attitude.</li> <li>• Provide incoming shelter client eligibility screening and answer calls from family violence survivors (who have had an incidence of family violence within the year). • What is their situation? • Are they currently in a safe place? • Do they have transportation? • Can they get their ID, Social Security cards, and any other important documents? • Coordinate the emergency transportation of the survivor from the police department.</li> <li>• Participate in the HART (Hospital Accompaniment Response Team) program on-call rotation for a full week 3 to 4 times yearly.</li> <li>• Provide information and referrals, as well as additional service coordination such as transportation and dispatching Hospital Accompaniment Response Team (HART)</li> <li>• Monitor shelter security systems both in real-time and recorded.</li> <li>• Relay information for tours, events, etc. to the appropriate staff member to ensure that there is proper staffing, supplies, etc.</li> <li>• Handle calls for donations and administrative inquiries.</li> <li>• Take messages and ensure that they are relayed to the appropriate staff member.</li> <li>• Oversee the upkeep of the shelter.</li> <li>• Train volunteers to work on the hotline.</li> <li>• Attend weekly and monthly staff meetings while on or off duty.</li> <li>• Work with co-workers to keep the linen room organized</li> <li>• Supervise/coordinate volunteers and projects as needed</li> <li>• Ensure shelter cleanliness</li> <li>• Daily rounds and room check</li> <li>• Assist with supervision of donation distribution.</li> <li>• Other duties as assigned.</li> </ul>
<b>Qualifications</b>	<p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Bachelor's degree in Social Work or related field or equivalent experience.</li> <li>• 2-5 years of related experience in a survivor advocacy capacity preferred.</li> <li>• Bilingual (Spanish/English) preferred.</li> <li>• Proven ability to work with people from all socioeconomic backgrounds and possess fundamental skills in crisis intervention and assessment.</li> <li>• Proficiency in Excel and Microsoft office.</li> <li>• Be able to lift a minimum of 50 lbs</li> <li>• Must have a valid Texas driver's License with required auto liability coverage.</li> <li>• Pass a criminal background check and drug screening.</li> </ul>
<b>Salary/Hours</b>	Starting at \$16.00/hour – depending on experience; hours are 12:00 pm – 8:00 pm.
<b>Address</b>	Administrative Office 501 Hwy 90 A East

<b>City, State, Zip</b>	Richmond, TX 77406
<b>Contact Person</b>	Tina Hood
<b>Telephone Number</b>	281-344-5752
<b>Email Address</b>	thood@fbwc.org
<b>Application Method</b>	<a href="https://fbwc.org/who-we-are/join-our-team/job-application.html">https://fbwc.org/who-we-are/join-our-team/job-application.html</a>
<b>Opening Date</b>	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.

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