



ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, www.alliance4community.org

Job Title:	DV/SA Shelter Advocate/Pet Advocate	Job Category:	Shelter
Classification:	Shelter Based Services	WC Code #:	8804
Location:	Mountain Crisis Services	Travel Required:	YES
Level/Salary Range:	\$17.51	Position Type:	Full time; 40 hours per week
Contact:	Kristen Fiester	Phone:	(209) 742-6456
Name:		Date of Hire:	
Immediate Supervisor:	MCS Program Director, Kristen Fiester		
Benefits:	11 holidays, 152 hours of PTO per year Cafeteria Plan with Health, Dental, Life and Retirement Benefit Options.		

Please send Cover Letter, Resume, and Application to:

E-mail: applications@alliance4you.org

Subject Line: DV/SA Shelter Advocate

Job Description:

This position is responsible for crisis line response, case management assistance and security of the shelters during the day and nighttime hours of shelter operation, Data Entry.

The Pet Advocate will support pet owning residents who are residing at the Safe House, provide crisis line response, and provide pet case management assistance. This position requires the employee to work closely with Safe House staff and residents with pets to ensure quality animal care and support. (20 hours per week)

ROLE AND RESPONSIBILITIES

MAJOR DUTIES AND RESPONSIBILITIES:

Days and hours will be on Thursday, Friday, Saturday and Sundays 8:30am-7:00 pm. You must have a valid driver's license for at least 5 years. Must provide evidence of COVID 19 vaccination upon hire.

This position is responsible for crisis line response, case management assistance and security of the shelters during the day and nighttime hours of shelter operation, Data Entry.

CASE MANAGEMENT/CRISIS INTERVENTION/ADVOCACY

- Responds empathetically to victims of crime to reduce levels of trauma and provides support, without judgment and with friendliness.
- Assists Program Director with conducting orientation of new clients entering the shelter.
- Assesses clients' current and long-term needs.
- Provides transportation when necessary and safe.
- Maintains the confidentiality of client information included in files, conversations or obtained from written sources.
- Provides one-on-one and group support to clients as needed.
- Conducts educational classes as assigned.
- May provide Childcare for groups or classes as requested by Program Director.
- Facilitates house meetings at request of the Program Director.





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- Relays information about client issues and occurrences during the night to morning staff through written documentation and verbally if possible.
- Communicates with law enforcement or other agencies as needed.
- Enforces Shelter/Transitional guidelines/rules.
- Adheres to MCS values and mission statement.
- Keeps current on available resources to clients.
- Represents MCS in the community in a professional and competent manner.

PET CASE MANAGEMENT/CRISIS INTERVENTION/ADVOCACY

- Responds empathetically to victims with their pets that have experience domestic violence or sexual assault to reduce levels of trauma and provides support, without judgment.
- Conduct Safe House orientation for new residents and their pets when entering the Safe House.
- Assess residents' pet needs
- Conduct pet intake and guidelines
- Providing pet supplies to resident's pets
- Pet inventory
- Clean outside kennels/dog carriers when residents exit from the program
- Coordinates veterinarian appointments and pet training for residents with pets.
- Acts as a liaison between community partners (SPCA, Veterinarians, Animal Control and residents and their pets.
- Carries out pet health care projects as assigned, including purchasing pet food and ordering supplies,
- Supports residents' self-sufficiency plan and goals for their pets in Shelter and Transitional Housing for continuous support and assistance.
- Provides support in locating permanent housing for residents and their pets.
- Supports residents' current and long-term pet needs.
- Provides transportation when necessary and safe.
- Maintains the confidentiality of residents' information included in files, conversations or obtained from written sources.
- Conducts educational classes related to pet trauma as assigned.
- Facilitates house meetings at request of the Program Director.
- Relays information about resident or pet issues and occurrences to staff through written documentation and verbally if possible.
- Communicates with law enforcement or other agencies as needed.
- Enforces Shelter/Transitional guidelines.
- Adheres to MCS values and mission statement.
- Keeps current on available pet and other related resources.





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- Represents MCS in the community in a professional and competent manner.
- Reports pet health and/or other Safe House problems directly to Program Director

SHELTER/TRANSITIONAL SECURITY DUTIES:

- Ensure the safety of the shelter buildings and residents through patrol of the property at regularly scheduled intervals and before the end of the shift.
- Investigate all unusual sounds, disturbances and intrusions.
- Respond to shelter office phone calls and visitors/clients at the door.
- Call law enforcement as necessary.
- Check in with residents at shelter at curfew and as needed throughout the shift.
- Report any client issues or unusual incidences to Program Director.

ADMINISTRATIVE DUTIES:

- Data entry of client registration and service logs into data base.
- Answers crisis line and documents services.

GENERAL DUTIES

- Complete house chores/tasks and light maintenance as assigned during shift. Program Director will be responsible for delegation of these duties.
- Other duties as assigned within scope of job classification.
- Participate in staff meetings during regularly scheduled work time or as requested by supervisor.

QUALIFICATIONS

KNOWLEDGE OF:

- Data Entry and Office computer programs
- Domestic Violence and Sexual Assault
- Crisis intervention and Counseling Techniques
- Knowledge of office operations and processes
- Skills and knowledge of multiple computer applications (Data entry, Excel, Word, PowerPoint, Webinar software, website software, etc.)

ABILITY TO:

- Communicate and deal effectively with individuals and groups in stressful situations.
- Work effectively with limited supervision, high stress, and rapidly changing situations and circumstances.
- Effectively communicate with individuals of various socioeconomic and cultural backgrounds.
- Help clients to resolve conflict.
- Organize and prioritize tasks according to deadlines and client needs.





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- Demonstrate sensitivity to the cultural/ethnic diversity of the service population.
- Must be able to provide evidence of COVID-19 Vaccination upon hire.

EDUCATION/EXPERIENCE

- High School Diploma/GED with two years' work or volunteer experience in the field of social services.
- Ability to communicate compassionately, reasonably, and clearly with diverse groups of individuals.
- Complete DV/SA MCS Volunteer Training upon hire.
- Complete First Aid/CPR certification upon hire.

PHYSICAL REQUIREMENTS:

- Facility to see, read and distinguish instructional material, rules and policies and other printed matter.
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone.
- Physical ability to lift and carry up to 20 pounds and to bend, stoop, walk and reach overhead.
- Physical ability to push/pull, squat, twist, and turn.
- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion: to make good judgments and decisions; and to evaluate the results of decisions and judgments.
- Facility to drive a car.

NOTE

This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance adheres to the provisions of ADA regarding reasonable accommodation procedures.

ADDITIONAL REQUIREMENTS:

- Must provide an official fingerprint card. Finger print clearance at Alliance expense. Failure to pass fingerprint clearance may result in termination or withdrawal of job appointment.
- Must possess a current valid California Driver's License and must also provide proof of car insurance.
- Must have reliable transportation.
- Must be able to provide proof of COVID-19 vaccination upon hire

Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities.

Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.

Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	11/5/2021	Revised Job Description Date:	1/24/2022

