



Position Title: On Call Advocate
Reports To: Shelter & Housing Services Manager
Department: Programs and Services – Shelter
Status: NON-EXEMPT – HOURLY
Schedule: Varies based on need; weekday overnight shifts are a priority, along with availability on weekends (including overnights)
Salary Range: \$13.00/hour

Application Deadline: Open and ongoing

Cover letter, resume, and Raphael House employment application must be received to be considered. If any of the three application materials are missing or incomplete, your submission will not be considered.

For 40 years Raphael House of Portland has helped domestic violence survivors and their families find safety, hope, and independence. Our emergency shelter serves individuals and families fleeing intimate partner violence, and we proudly provide family-centered, culturally responsive, and gender-inclusive services. In addition to immediate safety and basic needs, survivors have access to ongoing programs and case management designed to help them achieve permanent housing, employment, and stability.

Position Summary:

Under the supervision of the Shelter & Housing Services Manager, this position provides security and support for domestic violence survivors and their children in an emergency shelter setting when coverage is needed. This position also answers our shelter access phone line, which also allows for entrance and exit to our secure facility.

Essential Duties and Responsibilities:

- Provides information and referral, advocacy, support, and safety planning for residents in shelter and the public via the access line.
- Works with other staff members and volunteers to provide a safe, respectful, and clean atmosphere in the shelter.
- Collects participant's general history including family information, abuse history, immediate and long term needs and goals.
- Addresses participant requests on a daily basis including provision of information and referrals, community advocacy, emotional support, basic immediate needs, and safety planning.
- Maintains client records and data collection for federal, state, and other appropriate funding sources. Makes routine reports as assigned.
- Tours shelter regularly to ensure safety – checking locks, alarms, phones, and other safety features.



- Uses provided checklists to monitor safety of the shelter during evening and overnight hours.
- Collaborates with fellow staff members to provide consistency in services for all emergency shelter residents.

Secondary Duties:

- Supportive activities including but not limited to computer work (Microsoft Office), cleaning, laundry, restocking of supplies as needed.
- Other duties as assigned

Qualifications:

- Prior completion of 40-hour Domestic and Sexual Violence Basic Advocacy Training as provided locally, or equivalent to be approved by the Director of Programs and Services.
- Bilingual strongly preferred (English/Spanish).
- Basic computer skills.
- Weekday overnight and weekend availability highly preferred.
- Must be flexible to work on short notice for some shifts.

Supervisory Responsibilities: None

Work Environment:

This position will work in a traditional, but fast-paced setting. Must be able to work under deadlines and under stress-inducing conditions. Must be able to lift 25 lbs. and stand, sit, and walk throughout the building. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

To apply:

Submit a cover letter, resume and completed Raphael House employment application form (found on the Raphael House website) to Christina McGovney at cmcgovney@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **This position is open and ongoing. No phone calls, please.**

Download our employment application form on our website at <http://raphaelhouse.com/about/job-openings/>.

Raphael House of Portland is an Equal Opportunity Employer

