



***Domestic Violence Shelter Advocate ~  
Housing and Economic Empowerment Specialist  
Job Posting***

**DOVE (Domestic Violence Ended)**, Inc. was founded in 1978 by the Quincy Mayor's Commission on Women and a group of committed community volunteers. Since 1978, DOVE has grown from a crisis hotline to a comprehensive multi-service organization. DOVE provides a range of services for adults who have been abused – physically and sexually as well as emotionally and financially. These services include: crisis intervention; safety assessment and planning; supportive counseling, advocacy, and case management; emergency shelter; legal advocacy; educational and support groups; as well as community outreach and education. DOVE is the only domestic violence shelter and community-based service provider based in Norfolk County; we also serve the greater South Shore.

***Mission Statement***

*DOVE is committed to partnering with diverse communities, families, and individuals impacted by domestic violence. We promote hope, healing, safety, and social change by providing a broad range of preventive and responsive services.*

***Job Purpose***

DOVE seeks an experienced and passionate **DV Shelter Advocate/Housing & Economic Empowerment Specialist** (“Advocate/Specialist”) to strengthen our programming and services for emergency shelter program participants. DOVE’s Emergency Shelter provides short-term emergency shelter for adults and their children seeking safety and support from domestic violence. The DV Shelter Advocate/Housing & Economic Empowerment Specialist provides a range of in-shelter residential support and services for adult survivors of domestic violence and their children. The Advocate/Specialist works in a team with several other staff, providing general support and assistance, crisis response and prevention to hotline callers. Further, s/he works with shelter program participants on risk assessment and safety planning, as well as assisting with basic needs.

**Additionally, the Advocate/Housing & Economic Empowerment Specialist** will have a specialty area of expertise in Housing Search and Economic Empowerment, working with program participants to help them secure benefits, build economic sustainability, and conduct ongoing long-term housing search. The Advocate/Specialist will also build and maintain connections with local economic empowerment resources and housing networks.

The DV Shelter Advocate/Housing & Economic Empowerment Specialist reports to the Senior Manager, Residential Services.

**Responsibilities**

***General Programmatic***

- ❖ Answer 24-hour hotline. Provide crisis prevention/intervention and supportive listening to callers. Provide information and referrals as appropriate.
- ❖ Update SafeLink listing re: availability of shelter room(s) for new program participants twice daily.
- ❖ Complete intake process with callers seeking emergency shelter when space is available. Prepare bedrooms for new arrivals. Greet new program participants and orient them to the shelter and program.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 [www.dovema.org](http://www.dovema.org)

- ❖ Ensure the shelter is welcoming, responsive, and supportive of the experiences and needs of all program participants.
- ❖ Working as part of the shelter team, provide trauma-informed and age-appropriate support services, counseling, and advocacy to adult and minor-aged child program participants who've experienced domestic violence.
- ❖ Be available for consultation by other team members and intern(s) as needed.
- ❖ Assist in ensuring the safety and security of program participants by being aware of the needs of program participants as well as the activities taking place within the house, and routinely assessing for safety and reporting all problems or concerns appropriately and in a timely manner.
- ❖ Facilitate House Meetings and support groups in conjunction with the Residential Family Support Specialist.

#### *Specialized Programmatic*

- ❖ Plan and work weekly with program participants on goals re: housing search and economic stability (job search, educational goals, financial literacy, credit assessment), providing information, coaching, individual support, facilitating peer support, etc.
- ❖ Plan and conduct educational workshops, presentations, etc., inviting guest presenters and collaborative partners as appropriate and/or requested.
- ❖ Accompany families to appointments; provide advocacy on behalf of program participant as appropriate; and facilitate language translation and interpretation as necessary (thru a third party).
- ❖ Maintain accurate and complete forms and documentation as required.
- ❖ Participate in regular on-call rotation (for 1 week every 4-6 weeks).

#### *Administrative*

- ❖ Keep case notes and records, track services delivered in the EmpowerDB database; submit routine reports for funders in collaboration with the Senior Manager of Residential Services.
- ❖ Create and maintain outcomes measurement data accurately and consistently.
- ❖ Provide support with yearly building/facilities and safety equipment inspections, including any preparatory work prior to the inspections and any follow-up work after the inspections.
- ❖ Periodically represent DOVE in meetings or interactions with collaborators, community stakeholders, donors, and/or funders.
- ❖ Attend and participate in regularly scheduled individual supervision, staff meetings, case review and shelter team meetings, and ongoing professional development meetings and trainings.
- ❖ Complete other duties to ensure that shelter program participants are provided with professional, empathic, safe, and affirming services within the context of DOVE's mission and consistent with legal, organizational, and funder requirements.

#### **Skills & Qualifications**

- ❖ Experience working with individuals and families impacted by abuse and trauma, as well as oppression, including racial, cultural, and historic oppressions. Knowledge of the dynamics of domestic and sexual violence as well as trauma issues as they relate to victims/survivors of violence and their children.
- ❖ Demonstrated crisis intervention, problem-solving, and conflict-resolution skills.
- ❖ Two to four years' experience working in a residential setting and with low-income families.
- ❖ Experience providing programs/services related to economic empowerment, financial literacy, job search, educational supports, etc.

- ❖ Demonstrated experience working closely with landlords, management companies, housing authorities, and other systems to identify safe and affordable housing for homeless or housing-insecure clients.
- ❖ Experience and the ability and desire to work with diverse populations including, but not limited to, non-English speaking families, LGBTQ/T (Lesbian, Gay, Bisexual, Queer and/or Transgender) survivors, and individuals with histories of substance abuse and/or mental health challenges.
- ❖ Willingness to learn about and actively use social justice/anti-oppression awareness and understanding in daily work.
- ❖ Strong organizational skills. Ability to effectively multi-task and manage competing demands and activities by prioritizing and communicating clearly.
- ❖ Ability to communicate effectively and creatively with children and adults. Excellent interpersonal skills. Be a “people person;” enjoy talking and working with others.
- ❖ Excellent oral/interactive and written communication skills in English; sound computer skills.
- ❖ Positive approach, can-do attitude, flexibility, sense of humor, appreciative demeanor, and grace under pressure.
- ❖ A strong work ethic; a sense of initiative and ability to work independently.
- ❖ Ability to work effectively and collaboratively in a creative and resourceful non-profit setting.
- ❖ Ability to model and uphold appropriate professional boundaries and confidentiality in work with program participants/clients, co-workers, supervisor, and members of the community.
- ❖ Demonstrated experience making and maintaining connections in community and professional settings; experience in public speaking, networking, designing and conducting presentation and training, group facilitation.
- ❖ Bilingual (Spanish, Haitian Creole, Mandarin, Cantonese, Vietnamese, or Portuguese, and English) preferred.
- ❖ Bachelor’s degree in social work, sociology, Women’s/Gender studies, Africana Studies, Chicana studies, or related field preferred. Equivalent life experience considered.

*\*\* DOVE is willing to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities, and persons with experience working in DOVE’s catchment area are particularly encouraged to apply.*

### **Requirements**

- ◆ Must be committed to DOVE’s mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- ◆ Must complete DOVE’s comprehensive domestic violence training within one (1) year of hire, participating when the training is next offered by DOVE; documentation of similar training at another organization may partially fulfill this requirement.
- ◆ Must have valid MA driver’s license, reliable transportation, and willingness to travel within DOVE’s service area.
- ◆ Able to climb and descend stairs, bend, and lift items (including shoveling) up to 30 pounds.
- ◆ A CORI background check is mandatory. CORI History will be reviewed and may not disqualify candidates.

*Work Schedule:* Full-time, hourly position, 38-40 hours/week, generally Monday-Friday 8 hours/day, including some 7-3, 8-4, and 11-7 shifts; flexibility is a must. The Advocate/Specialist will be required to work at other times to provide on-call coverage and/or attend training/meetings; this will periodically include evening and weekend hours.



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Compensation & Benefits: DOVE is committed to working for social and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

Compensation:

- ◆ Position will be paid hourly in the range of \$20.43-\$21.39 (FTE annual range = \$42,500-\$44,500).
- ◆ Additional compensation is available for demonstrated, proficient language skills preferred in DOVE's catchment area, including Spanish, Haitian Creole, Mandarin, Cantonese, Vietnamese, and/or Portuguese; \$1,500 gross annual per 40 hr FTE for 1<sup>st</sup> language in addition to English, and \$1,000 gross annual per 40 hr FTE for 2<sup>nd</sup> or more language/s in addition to English.

Benefits consistent with personnel policy:

- ◆ Paid time off: Vacation (2 weeks in Year 1, increases at Year 2), Personal Days (3 days/year), Sick (12 days/year), and 12 Holidays
- ◆ Insurance coverage (Health/Dental, Short-Term Disability, and Life/ADD).

This position is supported by and dependent on grant funds.

*To apply, send Cover Letter specifically for this position and Resume to:*

- ◆ Jessica Cohen, Senior Manager of Residential Services, DOVE Inc. [applytodove@gmail.com](mailto:applytodove@gmail.com)
- ◆ Applications will be considered until the position is successfully filled. 1<sup>st</sup> round applicant reviews will begin the week of May 22 and interviews offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work between July 5-10, 2017.
- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.

For more information on DOVE, see our website: [www.dovema.org](http://www.dovema.org)

*Posted May 2017*

