



Job Description

Department: Residential Services

Job Title: Shelter Advocate

Reports to: Emergency Shelter Coordinator

Revised: February 5, 2026

Level:

- Professional
- Supervisory/Managerial
- Executive

Type of Position:

- Full-time
- Part-time
- Contractual
- Intern/Volunteer

Hours per week:

- Exempt
- Non-exempt

General Description: The Shelter Advocate provides crisis intervention, advocacy, and supportive services to survivors of domestic violence and their children residing in an emergency shelter. This position plays a critical role in ensuring a safe, supportive, and trauma-informed environment while empowering survivors to make informed choices toward safety and stability.

Day-to-Day Activities:

- Provide crisis intervention, emotional support, and safety planning for survivors of domestic violence
- Conduct intake, orientation, and exit processes for shelter residents
- Assist residents with goal-setting and service planning using a survivor-centered approach
- Provide referrals and advocacy related to housing, legal services, medical care, counseling, employment, and public benefits
- Facilitate regularly scheduled house meetings assuring that all program participants have an opportunity to present suggestions, solutions and ideas for program and living environment improvements
- Facilitate the emergency Protection from Abuse (PFA) Order process during evenings, holidays, and weekends, as requested
- Respond to hospital and police station callouts during evenings, holidays, and weekends, as requested
- Maintain a safe and welcoming shelter environment at all times
- Enforce shelter policies and procedures in a respectful, trauma-informed manner
- Conduct routine safety checks and monitor shelter security
- Respond appropriately to crises, conflicts, and emergencies
- Maintain cleanliness and organization of shared living spaces
- Maintain accurate, timely, and confidential client records and case notes
- Complete incident reports and required documentation in accordance with agency policies and funder requirements
- Participate in data collection and reporting as required
- Work collaboratively with shelter staff, volunteers, and community partners
- Participate in staff meetings, supervision, and required trainings
- Maintain professional boundaries and uphold confidentiality at all times

- Demonstrate cultural humility and respect for survivors of all backgrounds

Education and/or Experience:

- High school diploma or GED (Associate's or Bachelor's degree in social work, human services, or related field preferred)

Certificates, Licenses, Registrations:

- PA Act 33/34 certifiable
- FBI Clearance
- Valid driver's license
- Must complete 65 hours of training within the first month of employment
- Must maintain a minimum of 10 hours of continuing education

Qualifications:

- Strong crisis intervention, communication, and de-escalation skills
- Ability to work independently and as part of a team
- Ability to maintain confidentiality and professional boundaries
- Willingness to work flexible shifts, including overnights and weekends

Employee Signature

Date

Supervisor Signature

Date