

**QUIGLEY HOUSE, INC.**  
**JOB DESCRIPTION**

- JOB TITLE:** Resident Advocate
- SUPERVISOR:** Director of Domestic Violence Services
- QUALIFICATIONS:** Minimum High School diploma, with experience in working with victims of domestic violence preferred. Certification in first aid and C.P.R. also preferred. All Resident Advocates must successfully complete ACT and CORE Comp training. All Resident Advocates must be willing to submit to drug screening and extensive background checks.
- Resident Advocates must have a valid driver's license and reliable transportation.
- Resident Advocates must be willing to work holidays, weekends and other shifts as requested by the Director of Domestic Violence Services or the Chief Executive Officer.
- JOB SUMMARY:** Ensure the on-going operation and security of the shelter and compliance with house rules. Conduct exit and intake procedures for participants and answer hotline calls. Provide information, referral and advocacy to residential and outreach participants.

**DUTIES AND RESPONSIBILITIES:**

1. **(50% of time)** Provide domestic violence and sexual assault participant advocacy services, to include:
  - Providing crisis intervention and information/referral to hotline callers.
  - Issuing cell phones and performing all required victim follow-ups and record keeping.
  - Performing safety checks with victims whose partners are in the Alternatives program, documenting contacts as appropriate.
  - Service management and follow-up to include:
    - i. Safety planning with all participants
    - ii. Facilitating daily and/or weekly referral meetings with residents, providing information and referrals (including referrals for Legal Aid services as appropriate) and assisting as needed.
    - iii. Providing advocacy, information and referrals (including referrals for Legal Aid services as appropriate) to non-resident participants.

- iv. Participate in service management meetings, assist with file maintenance and submit monthly statistical reports, according to funding requirements.
  - Assisting domestic violence victims with filing victim's compensation claims.
2. **(50% of time)** Provide shelter-based services to residents, including but not limited to:
    - Orientation with new residents regarding communal living and assisting new residents in meeting their immediate needs (food, clothing, toiletry items, etc).
    - Providing crisis intervention and emotional support to residents.
    - Conduct intake and exit interviews with any person who is admitted or discharged from the shelter. Review all intake and exits to ensure accuracy and completion of records.
    - Arrange transportation of participants as appropriate.
  3. Maintain confidentiality in all matters of Quigley House, discussing participant information only with relevant staff, counselors of the Chief Executive Officer of Quigley House.
  4. Assume other duties as assigned by the Director of Domestic Violence Services or the Chief Executive Officer.

**This position must be able to lift 25 pounds minimum.**

*In addition to the above responsibilities all employees of Quigley House:*

Must demonstrate respect for the dignity and equality of all people.

Maintain standards of confidentiality in accordance with Quigley House Policies.

Display a commitment to the mission of the agency and adhere to all policies and procedures.

**I have read and understand the duties and responsibilities expected as Resident Advocate.**

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Staff Signature

Date

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CEO Signature

Date