



Position Title: On Call Advocate
Reports To: Shelter Coordinator
Department: Programs and Services – Shelter
Status: NON-EXEMPT - HOURLY
Schedule: Varies based on need – weekday overnight shifts priority, along with availability on weekends (including overnights)
Salary Range: \$15.00 per hour

Application Deadline: Open and ongoing

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

For more than 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 Coordinator this position provides security and support to families fleeing domestic violence in our emergency shelter when coverage is needed. This position answers our 24-hour hotline and shelter access phone, which also allows for entrance and exit to our secure facility.

Essential Duties and Responsibilities:

- Carries out all essential duties and responsibilities with trauma-informed practices, cultural responsiveness, safety as a priority, and following agency policy and procedure, using best practices to provide exceptional support to survivors of domestic violence.
- Provides information and referral, access to basic needs, advocacy, support, and safety planning for residents in our emergency shelter and to the public via our 24 hour hotline.
- Collaborates with the shelter team to provide family support through respite care, parenting resources, appropriate interventions, and resource referrals in order to help families feel at home and build a sense of safety and hope.
- Participates with other staff members and volunteers in providing a safe, equitable, respectful, and clean atmosphere in the shelter, including helping our shelter resident community do the same.



- Collects participants' general history including family information, abuse history, and immediate and long-term needs and goals in order to support individuals' engagement plans and to assist in maintaining files.
- Collaborates and communicates with the shelter team to provide consistency in support for all shelter residents through detailed logging, shift change meetings, consultation, and supervision.
- Tracks and records advocacy engagement to assist in data collection.
- Following safety checklist, tours shelter regularly and at assigned times to ensure safety and building security – checking locks, alarms, phones, and other safety features.
- Assists with supportive activities including but not limited to computer work (Microsoft Office), cleaning, laundry, and restocking of supplies as needed or as outlined on the 'to do' list.
- If bilingual, provides interpretation and translation as needed.

Secondary Duties:

- Other duties as assigned

Qualifications:

- Completion of 40-hour domestic and sexual violence advocacy training within the past five years, equivalent to be approved by the Executive Director, OR expectation that training will be completed within first six months of employment (provided internally).
- Two years of work or volunteer experience in related field and/or lived experience.
- Prior training in Assertive Engagement and PBIS (Positive Behavioral Interventions and Supports) OR expectation that training will be completed within the first six months of employment.
- Passion for Raphael House of Portland's mission and values. A shared commitment to social change, equity, inclusion, and building a future free from violence and oppression.
- Understanding of or commitment to learning about oppression and gendered violence – specifically domestic and sexual violence – including root causes and impacts of trauma.
- Ability to relate effectively and respectfully with people of all ages from diverse backgrounds, and to imbed equitable, inclusive, and trauma-informed practices in all aspects of one's role.
- Ability to maintain a calm and positive demeanor under stress, while resolving conflicts, and in our community living environment.
- Ability to be self-directed as well as work collaboratively with other staff.
- Ability to maintain the confidence of our location and participants.
- Bilingual strongly preferred (English/Spanish)
- Basic computer skills, and ability to read, write, and understand English.
- 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 move 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 application (found on the Raphael House website at the link below) to Allegra Holte at aholte@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 <https://raphaelhouse.com/employment-opportunities/>.

Raphael House of Portland is an Equal Opportunity Employer

