



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 all 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. We also work to break the cycle of violence via prevention education and have been providing training in local schools and throughout the community for more than a decade.

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 our shelter access phone, which 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.
- Other duties as assigned.

Qualifications:

- 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.
- Interest in working with, supporting, and advocating for survivors of domestic violence.
- Prior completion of 40-hour domestic and sexual violence advocacy training within the past five years.
- Two years of work or volunteer experience in related field and/or lived experience.
- Prior completion of Assertive Engagement and PBIS (Positive Behavioral Interventions and Supports) training, OR expectation that training will be completed following employment.
- Ability to maintain a calm and positive demeanor under stress, while resolving conflicts, and in our community living environment.
- Ability to use mature judgement in decision-making or conflict resolution with adults and children and in dealing with uncomfortable situations and conversations.
- Ability to be self-directed as well as work collaboratively with other staff.
- Ability to maintain the confidentiality of our location and survivors.
- Bilingual/bicultural strongly preferred (English/Spanish).



- Ability to read, write, and understand English.
- Ability to use Microsoft Office, the internet, and learn new technology as needed.
- Weekday overnight and weekend availability highly preferred.
- Must be flexible to work on short notice for some shifts.
- Current valid ID (driver's license, state ID, or passport).

Supervisory Responsibilities: None

Work Environment:

This position will work in a traditional, but fast-paced setting. Candidate must be able to work under deadlines and stress-inducing conditions and be able to move throughout our building, lift up to 40 pounds consistently, and be active with young children. 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 Chelsea Penning, Shelter Coordinator at cpenning@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/>.

We are taking every precaution to protect the health of our staff and survivors in our programs, utilizing the most up-to-date recommendations from experts and carefully adhering to Governor Brown's Executive Order. Visit our website to learn about the active safety measures we have employed, and how our services and staffing have been adjusted in response to COVID-19.

Raphael House of Portland is an Equal Opportunity Employer

