



- 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). Hours to be completed on-site at Raphael House.  
*We are taking every precaution to protect the health of our staff and survivors in our programs, including implementing a vaccine mandate for employees. Please read more about our COVID-19 safety measures and changes below [and on our website](#).*
- Salary Range:** \$18.00 - \$18.60 per hour, depending on experience; additional \$.50 per hour offered if bilingual in English and Spanish. Raphael House is also temporarily offering a COVID-19 related pay differential of \$2 per hour for shelter shifts, which includes this role.

**Application Deadline: Open until filled.**

*Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.*

There is no such thing as the perfect candidate, so please apply even if you don't meet all the requirements. Just use your application materials to share the transferrable skills, experiences, and qualities you bring to the table!



## About Raphael House

For more than 40 years, Raphael House of Portland has helped survivors of domestic violence and their families find the safety, hope, and independence they deserve. We proudly provide family-centered, culturally responsive, and gender-inclusive services to a diverse community of more than 900 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day. Of our eleven rooms, nine are for families and more than half of our residents are children. Our myriad wraparound programs also continue supporting families every step of the way as they go on to build safe futures free from abuse. We couple these direct services with a Prevention Education program that teaches thousands of teens each year about equitable relationships and consent—with the goal of stopping domestic violence before it starts.

## You'll love working with us because:

- Our employees have voted Raphael House one of the 100 Best Nonprofits to Work for in Oregon for the past 6 years in a row! In 2021, we placed 10<sup>th</sup> amongst medium-sized agencies.
- [Diversity, equity, inclusion, and accessibility are a priority here.](#) We're committed to the ongoing work of sustaining an environment where everyone at Raphael House – staff, volunteers, and survivors – feels safe, empowered, and can thrive.
- We are always learning and changing. Your ideas on how to make Raphael House a better place for survivors and staff really matter. Plus, we offer lots of ongoing training opportunities and each employee has an annual training stipend. *Last year our team completed over 660 hours of training!*
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff, a meditation and gentle movement group for staff (paid time), and so much more.
- We are a family- and community-centered organization and prioritize supporting staff with work life balance. We also have a culture of gratitude, where your hard work is appreciated!
- You receive gift cards to celebrate both your birthday and work anniversary each year.



- You get to take part in life-changing and life-saving work and help create a world without violence!

### **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 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.

**Supervisory Responsibilities:** N/A

**What we ask of all candidates and team members:**

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An understanding of - or desire to learn more about - the root causes of domestic and sexual violence, and how injustices intersect based on race, gender identity, sexual orientation, and ability.
- The desire and ability to promote an anti-racist, inclusive, and culturally diverse and responsive environment.
- The ability to relate respectfully with people of diverse backgrounds and ages, and to utilize equitable and trauma-informed practices.
- Interest in working with, supporting, and advocating for adults and children who are survivors of domestic violence and have experienced trauma.
- Ability to maintain the confidentiality of our location and survivors.
- Excellent interpersonal, verbal and written communication, and organizational skills.
- Ability to be self-directed as well as work collaboratively with other staff.
- Ability to use mature judgement in decision-making or conflict resolution with adult and children and in dealing with uncomfortable situations and conversations.

- Ability to maintain a calm and positive demeanor under stress, while resolving conflicts, and in our community living environment.

### **Qualifications:**

- At least 2 years of work or volunteer experience in a related field and/or lived experience.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Lived experience as a survivor of interpersonal violence highly valued.
- Previous work in a shelter setting highly preferred.
- Completion of 40-hour domestic and sexual violence advocacy training within the past five years, equivalent to be approved by the Youth and Advocacy Services Manager, OR expectation that training will be completed within first six months of employment (provided internally).
- Prior completion of Assertive Engagement and PBIS (Positive Behavioral Interventions and Supports) training, OR expectation that training will be completed after employment(provided internally).
- Ability to read, write, and understand English.
- Ability to use Microsoft Office Suite, the internet, and to learn new technology as needed.
- Ability to lift up to 40 pounds consistently and be active with young children.
- Current valid ID (state ID, driver's license, or passport).
- Weekday overnight and weekend availability highly preferred.
- Must be flexible to work on short notice for some shifts.

### **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 while wearing a face covering whenever in community spaces or around others. Must be able to lift at least 40 pounds and move throughout our building, partner



agency locations, and other sites. A domestic violence agency environment can potentially shift from stable to highly-charged and all employees must remain flexible, calm, and creative.

**To apply:**

Please submit a cover letter, resume, and completed employment application form (found on our website at the link below) to Bethany Katter, Shelter Coordinator, at [BKatter@raphaelhouse.com](mailto:BKatter@raphaelhouse.com) or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **This position open and ongoing.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5136.*

Download our employment application form from our website at <https://raphaelhouse.com/employment-opportunities/>.

*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.*

**Safety:**

During this pandemic, 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 Orders. We have adopted a vaccination mandate for all employees that includes options for accommodations. [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***

