



Position Title: Primary Advocate
Reports To: Shelter Manager
Department: Programs and Services – Shelter
Status: NON-EXEMPT – HOURLY
Schedule: 40 hours per week; **Tuesday-Saturday from 12pm-8:30pm schedule. Hours to be completed on-site at Raphael House's confidential location.**

Salary Range: \$25.50 - \$26.90 per hour, depending on experience (above \$26.06 per hour reserved for those who exceed Qualification criteria for position); additional \$.50 per hour offered if bilingual in English and Spanish.

Hiring wage is determined using a standardized process that considers employment and lived experience, applicable knowledge and skills, training, and education. Staff are paid twice monthly.

Benefits: Raphael House offers a full range of benefits including 100% employer-paid health, dental, vision, long-term disability, and life insurance; FSA (Flexible Spending Account) with \$500 annual Employer contribution; generous time off (with first year accrual totaling up to 30 days); retirement plan contribution match of 3%; an Employee Assistance Program with robust supportive resources; and extensive professional development opportunities.



Position Summary:

Under the supervision of the Shelter Manager, this position addresses the needs of domestic violence survivors in our emergency shelter using trauma-informed best practices.

This position is represented by ILWU Local 5, and we are currently bargaining a first contract.

Application Deadline: Open until filled.

Applications will be reviewed and interviews scheduled as submissions are received. Early application is encouraged. There is also 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! Cover letter, resume, and completed Raphael House employment application form must all be received in order to be considered.

About Raphael House:

Since 1977, 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 2,000 survivors annually. Our confidential emergency shelter is open and staffed year-round, 24 hours a day and our myriad wraparound programs 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 7 times! In 2021 and 2023, we placed in the top 15th amongst medium-sized agencies. We were also named one of the best Green Workplaces in 2019, 2021, and 2024.



- [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.
- We value self-care and taking breaks. In addition to generous paid time-off, we have a Wellness Committee dedicated to supporting staff 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, life-saving work and help create a world without violence!

Essential Primary Advocate responsibilities:

- Provides case management and support to shelter residents.
- Facilitates phone screenings and Safety and Stabilization Assessments with survivors seeking shelter.
- Completes intake, strengths/needs assessment, and service plan, and identifies short- and long-term goals with survivor participants.
- Addresses participant needs daily including information, referrals, community advocacy, emotional support, and safety planning.
- Helps build a strong shelter community by being present and available, and facilitating groups and house meetings.
- Supports with the cleaning and turnover of participant rooms after exit. Assists with keeping shared spaces clean and organized.



- Collaborates with the Youth and Family Program to address needs of children, parents, and families.
- Provides support for shelter participants at community and court appointments, as necessary.
- Interfaces as necessary with community partner agencies to provide co-advocacy, warm hand-offs, and supportive services.
- Attends and actively participates in regular meetings with other staff members and community partners.
- Transports participants and/or their belongings, as needed and appropriate.
- Maintains records and data collection for federal, state, and other funding sources. Routinely completes reports, as assigned.
- Provides 24-hour backup via cell phone on a rotating basis.
- Participates in coverage of our 24-hour hotline and our shelter access phone, which allows for entrance and exit to our secure facility.

Secondary responsibilities:

- May be occasionally asked to participate in activities outside typical work hours.
- Other duties as assigned.

Supervisory responsibilities: N/A

What we ask of all candidates:

- A passion for Raphael House of Portland's mission and values. You want to build a future free from violence and oppression!
- An existing understanding of – and/or a 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.
- Ability to maintain the confidentiality of our location and survivors.
- Interest in working with, supporting, and advocating for adults and children who are survivors of domestic violence and have experienced trauma.
- Excellent and respectful interpersonal, verbal, and written communication and organizational skills.
- Flexible and able to prioritize multiple tasks and deadlines.
- Ability to work independently and collaboratively with others, including with team members, staff, volunteers, and community partners.
- 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 maintain a calm and positive demeanor under stress and in our community living environment.
- Legal authorization to work in the United States.

Qualifications:

- At least 2 years of experience working with youth and families or domestic violence survivors OR equivalent work or lived experience.
- Lived experience as a survivor of interpersonal violence and/or trafficking highly valued.
- Bilingual/bicultural highly preferred. *Additional \$.50 per hour offered for bilingual English-Spanish speakers.*
- Previous work in a shelter setting highly preferred.
- Ability to use Microsoft Office Suite, the internet, and to learn new technology as needed.
- Completion of 40-hour domestic and sexual violence advocacy training, or equivalent to be approved by the Executive Director



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.
- Current valid driver's license and safe driving record. Willingness to operate agency vehicles, as needed, and ability to commute throughout the Portland metro area and beyond to fulfill job responsibilities.
- Ability to lift up to 40 pounds consistently and be active with young children.
- Available to work one weekend day, per schedule (Tuesday-Saturday from 12pm-8:30pm).

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. Must be able to lift at least 40 pounds and be active with young children, operate a vehicle as needed, 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 Raphael House employment application form (found on our website at the link below) to Bethany Katter, Advocacy Services Manager, at bkatter@raphaelhouse.com or mail to 4110 SE Hawthorne Blvd. #503 Portland, OR 97214. **The position is open until filled.** *No phone calls please, except to request a reasonable accommodation for a disability at (503) 243-5128.*



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.

Raphael House of Portland is an Equal Opportunity Employer

Did you notice our font is large? This is done for accessibility purposes; it is recommended to use at least 14pt font size.

