

## Esperanza Shelter for Battered Families, Inc.

Job Title: **Advocate/Case Manager**  
Program: Residential Shelter  
Reports to: Residential Services Coordinator  
Hours: 40 hours a week, staggered  
Pay Range: \$12.00 - \$16.00 per hour, medical/dental benefits available; paid leave;  
employer-sponsored retirement plan after 1 year of employment.

**Requirements:** Bachelor's Degree in Human Services related field or a combination of relevant education, training, and experience totaling 4 years. Must have documented training in interviewing techniques and writing assessments. Excellent crisis management skills. Access to own vehicle. Willingness to work with other agencies and develop collaborations for service provision. Conduct relationships in such a way as to promote mutual respect, public respect and improvement of services. Ability to adhere to strict standards of confidentiality. Must obtain NCIC clearance.

**Description:** The advocate/case manager at Esperanza recognizes that the interests of shelter residents are their primary responsibility. They are to foster maximum self-determination on the part of the resident, to provide crisis intervention, personal and legal advocacy, individual life skills training and peer counseling for shelter clients and their children. Help residents develop goals toward safe permanent housing through positive goal setting. Handle the 24-hour crisis line.

### **Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; and talk; or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job may include close vision, distance vision and depth perception.

### **Responsibilities and Duties:**

Provide case management and advocacy services for shelter clients including but not limited to the following:

1. Adhere to the code of ethics for shelter staff.
2. Answer the 24-hour crisis line, evaluate callers for shelter intake
3. Screen potential clients prior to admission.
4. Help shelter residents work through any problems they may encounter while residing at the shelter
5. Respond to emergency situations in shelter and with shelter residents, and provide conflict resolution.
6. Provide crisis intervention, advocacy and follow-up with shelter residents
7. Assist shelter residents in developing support systems outside of agency as well as coordinating referrals to outside agencies as requested by residents.
8. Provide legal consultation referrals and advocacy
9. Meet with residents individually to develop and carryout service plan.
10. Complete required paperwork.
11. Prepare daily client logs
12. Assist with house meetings.
13. Share pertinent information on all shelter residents to shelter staff.
14. Provide daily education and goal setting sessions with shelter residents
15. Provide individual and group life skills training as requested
16. Coordinate with all other program components with referrals and case management at the request of shelter residents
17. Make appropriate out of agency referrals at the request of shelter residents to assist in obtaining permanent safe housing
18. Assist with facilitation of weekly resident meetings and in the distribution of responsibilities and chores
19. Coordinate legal services necessary to assist clients in obtaining Protective Orders from the District Court and Legal Aid services as needed.
20. Provide client transportation to court, appointments, etc, as needed.

Reporting Requirements:

1. Prepare monthly/quarterly/annual reports, as required to meet funding and agency requirements
2. Maintain accurate records of each service provided in accordance with agency standards.

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3. Maintain files in accordance with agency standards.

Shelter Facilities Maintenance/Duties:

1. Maintain shelter cleanliness and perform cleaning duties in office and shelter areas
2. Maintain safety at shelter
3. Report any facility, maintenance or appliance problems to the Residential Service Coordinator
4. Provide occasional donation pick-ups, grocery shopping and shelter errands

Administrative:

1. Participate in all staff meetings and in-service trainings
2. Provide support, guidance, training and assistance to those who are new to the field in order to promote professionalism and client centered practice philosophy.
3. To be fully knowledgeable and coordinate with other shelter staff program components in referrals and case management of clients
4. Abide by confidentiality standards required by Esperanza, State and Federal statutes
5. Be cross-trained in other areas of Esperanza support services
6. Serve as staff back-up on the hotline and with alternative shifts when needed
7. Work on special projects i.e., file relocation/reorganization, furniture moving, etc.
8. Provide services within the parameters of agency and shelter policies and procedures without regard to personal convictions
9. Any other duties assigned by supervisor on an as needed basis.
10. Be available to assist in other support services in the office and community as requested by the Executive Director.

If interested, please submit resume, cover letter and three professional references to:  
[exec.asst@esperanzashelter.org](mailto:exec.asst@esperanzashelter.org) or mail to: Executive Director,  
PO Box 5701, Santa Fe, NM 87502 (open until filled).