



## Job Description: Advocate Shift Lead

BASIC INFORMATION	
<b>Job Classification</b>	
<b>Hiring Range</b>	
<b>Funding Source</b>	
<b>FLSA Status</b>	Non-Exempt
<b>Provisional Period</b>	90 days
<b>Job Title</b>	StrongHearts Advocate Shift Lead
<b>Location</b>	Eagan, MN
<b>Department</b>	StrongHearts Native Helpline
<b>Position Type</b>	<input type="checkbox"/> FT-Salaried <input type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
<b>Reports to</b>	Services Manager
<b>Supervises</b>	StrongHearts Advocates
<b>Shift</b>	
<b>Salary/Hourly Rate</b>	\$20.00-\$22.00 Per Hour Depending on Qualifications

### GENERAL POSITION PURPOSE STATEMENT - JOB DESCRIPTION SUMMARY

The **StrongHearts Advocate Shift Lead (FT)** is a member of the Program Team and is supervised by the Services Manager of StrongHearts Native Helpline.

The StrongHearts Advocate Shift Lead (FT) responds to incoming calls on the StrongHearts Native Helpline from victims and survivors of domestic violence, advocates, general public and service providers and provides crisis intervention, referrals, information and problem solving to all callers.

The StrongHearts Advocate Shift Lead (FT) is scheduled for a 40-hour week. Required meetings may necessitate attendance during hours outside of the shift lead's regular schedule. Additionally, the StrongHearts Advocate Shift Lead will act as a support and a shift supervisor to the rest of the advocates on the line. This requires supporting advocates after tough calls, monitoring calls, and debriefing with fellow advocates.

This position requires a high level of empathy and sensitivity to all incoming helpline calls, as well as high-level communication skills.

## ESSENTIAL RESPONSIBILITIES AND DUTIES

### Advocacy:

- Provide crisis intervention, safety planning, education, advocacy and referrals to callers, as appropriate.
- Collects demographic information on all calls, including entering caller's needs and situations into caller application and documents referrals given to callers.
- Participate in advocacy trainings.
- Refers unresolved problems between service providers and StrongHearts callers to Services Manager.
- Assist program administration in keeping the database system updated by reporting all changes to be made in service provider information.
- Participates in any StrongHearts Native Helpline evaluation efforts.

### Shift Lead:

- Monitor advocate calls to offer advocacy support, as needed.
- Debrief helpline calls with to provide emotional support and feedback about advocate performance, as needed.
- Monitor advocate helpline calls with approved coaching form as requested by Services Manager.
- Handle any urgent/last-minute advocate scheduling conflicts, in coordination with Services Manager.
- Participate in meetings with Services Manager and report on advocate performance.

*This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.*

## JOB REQUIREMENTS AND RESPONSIBILITIES

- A High School Diploma or equivalent is required; college degree in social work or related field preferred. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education.)
- Significant experience working in and with American Indian/Alaska Native communities.
- One year experience in social services preferred.
- Six months experience providing crisis intervention preferred.
- Experience/familiarity with computers. Knowledge of Word for Windows and Access preferred.
- Attend required meetings which may be scheduled during hours outside of the advocate's regular schedule.
- Ability to manage time and complete multiple activities within a reasonable time frame.
- Demonstrated ability to manage high stress situations.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Demonstrates initiative and the ability to be flexible and creative.
- Ability to work with people from a variety of backgrounds and experiences.



