

**HUBBARD HOUSE, INC
RESIDENT ADVOCATE**

WORK EXPERIENCE/EDUCATIONAL REQUIREMENTS:

1. High School diploma or G.E.D.
2. 1-year crisis intervention/human services experience preferred.
3. Valid driver's license required.
4. Eligible as a driver for agency and agency insurance.

JOB SUMMARY:

A Resident Advocate's role is to assist in protecting the rights and promoting the well-being of residents of the Hubbard House emergency shelter. Shelter residents may include survivors of domestic violence, sexual assault, human trafficking, child abuse, and elder abuse.

A Resident Advocate provides for the daily needs and safety for Hubbard House Shelter residents and their families living in shelter. The Resident Advocate also provides crisis intervention counseling, conflict resolution, advocacy, support, safety planning, lethality assessments, and follow-up services as warranted for Hubbard House residential participants. This position assists with the security and operation of the Emergency Shelter.

KNOWLEDGE AND SKILLS:

Must possess effective computer literacy skills (Microsoft Office Suite, data entry skills, word processing, Windows-based software programs, client management programs, basic email skills, etc.). Must possess effective reading comprehension skills. Must possess strong customer service skills (courteous, friendly, etc.). Requires the ability to identify and solve problems in a calm, logical manner. Problem solving will include cooperative efforts with the program participants, volunteers, donors, and other Hubbard House staff. Must be adaptable (open to feedback, change, new ideas) and be flexible in job tasks within a team format. Ability to be flexible in working hours to address emergency situations, shift coverage, meetings, and various departmental or agency priorities.

Please complete our online application and attach your resume to apply for this position. Hubbard House, Inc. is an equal opportunity employer. NO PHONE CALLS PLEASE.