



## TURNING POINT JOB DESCRIPTION

**TITLE:** Resident Advocate  
**REPORTS TO:** Director of Hotline  
**CLASSIFICATION:** Full Time Non-Exempt

### **ORGANIZATION OVERVIEW:**

Turning Point, Inc in Mount Clemens, MI is a non-profit, 501(c)(3) organization qualified employer for Public Service Loan Forgiveness (PSLF). Turning Point, Inc empowers survivors of domestic violence, sexual violence, and human trafficking through comprehensive services and resources while advocating for community action to end oppression and violence. We offer emergency shelter, housing, advocacy/counseling, forensic nurse examiner program & first response advocacy services, 24-hour hotline, personal protection order assistance and legal advocacy, community education, and systems change.

### **GENERAL DESCRIPTION & QUALIFICATIONS:**

The Hotline Resident Advocate provides support to Turning Point's 24-hour hotline, providing crisis intervention, safety planning, and resources for callers. The Hotline Resident Advocate is also responsible for dispatching the Forensic Nurse Examiner and First Response Advocacy Program. Additionally, the Hotline Resident Advocate will work closely with shelter residents to provide information, support, referrals, follow-up, and advocacy to assist residents to meet their individual service goals.

A Bachelor's Degree in a human services field or 2-5 years of experience working with survivors of domestic violence, sexual violence, and human trafficking is preferred. This position has no supervisory responsibilities. Must be able to flex schedule to fill in weekend, holiday, and midnight shifts. Must have the ability to work with diverse populations. Must have reliable transportation, insurance, a valid Michigan Driver's License and a good driving record. Must pass a criminal background check as a condition of employment.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Implement agency and program mission, vision and anti-oppression and empowerment philosophies.
- Administer and implement agency policies and procedures.
- Maintain agency policy on confidentiality, record keeping and professional ethics.
- Respond to calls on the agency's 24-hour hotline.
- Dispatch First Responders and Forensic Nurse Examiners.
- Provide crisis support to hotline callers and shelter residents.
- Process phone intakes for shelter program.
- Complete lethality assessment and safety planning with hotline callers.
- Assess lethality of suicidal clients and takes appropriate action.
- Maintain records of calls and service to shelter residents.
- Provide information and referrals to callers and residents.
- Provide for the safety and security of the shelter, its residents and staff.
- Must be able to work midnight shifts for the on-call emergency midnight schedule.
- Regularly attend all mandatory staff meetings, in-services and workshops.
- Coordinate services with other shelter units and other departments in the organization.
- Conduct relationships with staff to promote mutual respect, improvement of services, and interdepartmental program development.

- Notify the Director of Hotline, Senior Director of Residential Services, or Chief Executive Officer of any emergency situations that may affect Turning Point staff and clients.
- Perform all other duties as assigned.

**WORKING CONDITIONS:**

- Must be able to work independently and multi-task in a fast-paced office environment.
- Allow for flexibility in schedule, work location and job function.
- Ability and willingness to be available for non-scheduled emergency call-in and holiday shifts when necessary.
- Ability to lift 20lbs.
- Ability to climb stairs.

***Turning Point, Inc. is an equal opportunity employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, pregnancy, gender identity, sexual orientation, national origin, age, citizenship, marital status, disability, height, weight or Veteran status.***