



RESIDENTIAL SUPPORT ADVOCATE (Overnight position)

ORGANIZATIONAL PURPOSE: Avalon Center provides trauma-informed, survivor-centered services that promote safety, healing, empowerment, prevention, and emergency Stabilization for individuals and families impacted by domestic violence, sexual assault, stalking, trafficking, strangulation, traumatic brain injury (TBI), and related forms of trauma.

JOB TITLE: Residential Support Advocate (Overnight position)

(Full-Time, Non-Exempt, Hybrid) Monday–Friday | 11:00 PM–7:00 AM

The **Overnight Residential Support Advocate** provides overnight trauma-informed, survivor-centered support through Avalon Center's Comprehensive Integrated Care Model at Avalon Center's confidential residential campus and shelter. This position promotes resident safety, crisis response, campus readiness, and continuity of care by managing the hotline, responding to immediate resident and facility needs, and preparing essential resources that support a safe, healing-centered environment for survivors and their families.

SERVICE AREA: James City, York, New Kent, Charles City, Poquoson, Williamsburg, Gloucester, Mathews, King William, King & Queen, Middlesex.

OFFICE LOCATION: James City County

Reports to: Senior Director of Youth and Family Services

About Avalon

Avalon Center is committed to providing safety, advocacy, and support to survivors of domestic and sexual violence. We operate with professionalism, confidentiality, and a trauma-informed approach.

ESSENTIAL RESPONSIBILITIES (Additional duties may be designated by Program Director)

- Provide trauma-informed advocacy, crisis intervention, emotional support, and survivor-centered services to residents, hotline callers, and community members seeking assistance.
- Manage overnight hotline coverage and respond appropriately to crisis calls, resident concerns, and immediate campus needs.
- Conduct shelter intakes, orientations, safety planning, and resident support services in accordance with agency policies and confidentiality standards.
- Prepare, organize, and replenish household supplies, resident resources, and essential items to ensure campus readiness for daily operations.
- Monitor surveillance cameras, inventory needs, campus safety issues, and operational challenges and communicate concerns promptly to appropriate staff.
- Maintain accurate and timely documentation, including case notes, incident reports, shift communication logs, and VADATA reporting in compliance with organizational, grant, and regulatory requirements.
- Collaborate with interdisciplinary staff and community partners to support continuity of care and coordinated survivor-centered services.

- Support residents with complex needs, including accommodations related to traumatic brain injury (TBI), disabilities, mental health concerns, and trauma-related impacts.
- Participate in emergency response activities, trainings, interdisciplinary meetings, and professional development opportunities, as assigned.
- Promote a healing-centered residential environment grounded in dignity, empowerment, inclusion, professionalism, confidentiality, and respect.

Preparation & Qualifications

- Associate's degree or experience in Human Services, Social Work, Psychology, Public Health, Criminal Justice, Counseling, or a related field preferred.
- One (1) year of experience in crisis intervention, victim advocacy, residential services, domestic violence and sexual violence services, or a related human services setting preferred.
- Experience providing trauma-informed support and working with individuals experiencing crisis situations preferred.
- Ability to establish and maintain professional boundaries with survivors, residents, staff, volunteers, community partners, and the public.
- Ability to work independently, exercise sound judgment, and collaborate effectively within a multidisciplinary team environment.
- Strong organizational, computer, verbal, and written communication skills.
- Ability to maintain confidentiality and manage multiple priorities in a fast-paced environment.
- Successful completion of pre-employment and annual criminal background screenings required.

This description provides a general overview of the type and levels of work performed. It is not intended to be all-inclusive or to represent a comprehensive description of all specific duties.

Avalon Center is an At-Will employer that celebrates diversity and is an **equal opportunity employer. We offer competitive wages and benefits as well as a family-friendly, and drug-free work environment.** If you are passionate about helping individuals affected by intimate partner violence and making a positive impact in the community, we encourage you to apply. This is a rewarding opportunity to provide support, advocacy, and empowerment to survivors on their journey towards safety and healing.

To apply, please submit your resume and cover letter with references detailing your relevant experience and qualifications.

Submit inquiries to: jobs@avaloncenter.org