

Job Title: Domestic Violence Emergency Services Advocate
Reports To: Residential Services Manager
FLSA Status: Full-time, Non-exempt
Monday through Friday - Swing Shift (2:45 pm to 11 pm)

SUMMARY

The Domestic Violence Emergency Services Advocate provides support and advocacy to victims of domestic violence, both in the emergency shelter and via a 24-hour crisis line.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conducts Shelter intakes, including screening, interviews, orientation to the Shelter facilities, room assignments, and completion of intake paperwork.
- Facilitates Weekly Resident Meetings
- Facilitates Weekly Support Group
- Conducts exit interviews and ensure the completion of client-based data and exit paperwork.
- Maintains coverage of the 24-hour crisis and business lines; provides quality information and referrals.
- Performs crisis intervention and safety planning for shelter residents and crisis line callers.
- Ensures residents safety through regular facility checks.
- Assists in the implementation of Shelter policies and procedures. Models, explains, and enforces Shelter rules and policies.
- Assigns chores and ensures that the Shelter is neat, clean and in adherence with State and local health standards.
- Maintains effective working relations with residents, staff, volunteers and the general public.
- Collects and enters client data and service data.
- Participates in monthly staff meetings and internal trainings.
- Ensures that all services adhere to the principles of Advocacy Based Counseling (ABC).
- Maintains confidentiality of communication and records in accordance with State and Federal laws.

This is a general description of the responsibilities for the Domestic Violence Shelter Advocate position; other duties may be assigned by supervisor as needed.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient in Microsoft Office applications
- Ability to work as a member of a team and independently
- Ability to read, analyze, and comprehend safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively to clients and the general public
- Ability to manage multiple tasks with very specific deadlines
- Ability to apply broad concepts appropriately and consistently to varied situations

- Commitment to YWCA vision, mission and values
- Commitment to work effectively with diverse people
- Ability and willingness to work with survivors of trauma, domestic violence, and sexual assault

REQUIRED EDUCATION AND/OR EXPERIENCE

YWCA Advocates must have a minimum of 30 hours initial domestic violence victim services training, plus a minimum of 30 hours continuing education victim services training, annually. Victim services training provided.

PREFERRED EDUCATION AND EXPERIENCE

- High school diploma or GED
- One year related experience in case management and/or advocacy based counseling
- Past experience working with survivors of trauma
- CPR & First Aid Certification
- Experience with crisis intervention techniques

OTHER QUALIFICATIONS

- Vehicle
- Washington State Driver's License
- Driver's Insurance, per Washington State Law
- Acceptable State Patrol Criminal History Record

WORK ENVIRONMENT

While performing the duties of this job, the employee is regularly required to sit, go up and down stairs, talk and hear. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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