

eliminating racism
empowering women

ywca

Kitsap County

Job Title: Shelter Advocate
Reports To: Shelter Manager
FLSA Status: Full-time, Non-Exempt
Department: Emergency Services

SUMMARY

The Shelter Advocate provides support and advocacy to victims of domestic violence, both in the emergency shelter and via a 24-hour crisis hotline.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct shelter intakes, including screening, interviews, orientation to the shelter facilities, room assignments, and completion of intake paperwork.
- Conduct exit interviews and ensure the completion of client-based data and exit paperwork.
- Maintain 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.
- Assist in the implementation of shelter policies and procedures; model, explain, and enforce shelter rules and policies.
- Assign chores and ensures that the shelter is neat, clean and in adherence with State and local health standards.
- Maintain effective working relations with residents, staff, volunteers, and the general public.
- Collect and enter client data and service data.
- Participate in weekly and monthly staff meetings, client/program meetings, and training.
- Ensure that all services adhere to the principles of Advocacy Based Counseling (ABC).
- Maintain confidentiality of communication and records in accordance with State and Federal laws.
- Attend weekly and monthly staff and client/program meetings.
- Perform other duties as assigned in support of the organization's mission and programs

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 business 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; and to working effectively with diverse people
- Ability and willingness to work with survivors of trauma, domestic violence, and sexual assault

REQUIRED EDUCATION AND/OR EXPERIENCE

Associate degree in social work or related field from an accreditation two-year college; one-year related experience; or any equivalent combination of education and experience.

YWCA Advocates must have a minimum of 20 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

- One to two-years related experience in case management and/or advocacy-based counseling
- Prior experience working with survivors of trauma
- Experience with crisis intervention techniques
- CPR & First Aid Certification (or ability to obtain within 60 days of employment)

OTHER QUALIFICATIONS

- Vehicle, or ability to transport self
- 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 actively listen. 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.

YWCA Kitsap County is an Equal Opportunity Employer

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