

Job Title: Community Advocate/Group Facilitator
Reports To: Education & Prevention Manager
FLSA Status: Full-time, Nonexempt , Regular
Department: Community Programs
Job Classification: 3 – Direct Service

SUMMARY

The Community Advocate/Group Facilitator aids individuals with emergent needs that enter the YWCA building or call the YWCA looking for resources. This position assists callers or in person clients with safety planning, referrals, and resources. The Community Advocate/Group Facilitator facilitates support groups, does data collection and reporting, and assists with education activities. This position may offer general advocacy or support to participants of other YWCA programs or through collaboration with other service providers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Resource Center:

- Develops and maintains resources for in person clients or clients that call with emergent needs.
- Performs crisis intervention, safety planning, and quality information and referrals, including those seeking legal services, support groups, children's services, or other support offered by the YWCA.
- Interviews clients about presenting issues, including safety needs, food, clothing, housing, finances, employment, and physical and mental health to determine nature and degree of clients' need and connect client with appropriate resources.
- Helps identify clients' inner capacities and offers assistance in accessing external resources and resource systems.
- Distributes emergency cell phones or other tangible goods as appropriate.
- Assists receptionist with front desk coverage as needed.
- Compiles records, collects data, and prepares reports.

Support Groups and Education:

- Co-facilitates or facilitates support groups utilizing a psycho-educational model and using the Insights Program curricula.
- Provides appropriate group boundaries, general support to group participants, and assists Education & Prevention Manager with program development, tracking and reporting.
- Organizes and assists with presentations including community events, meetings, or forums, Project Homeless Connect, basic domestic violence education, 30 hour victims' services training, teen/dating violence and healthy relationships or other educational sessions or presentations provided by the YWCA.
- Ensures that all services adhere to confidentiality laws, standards, and the principles of Advocacy Based Counseling (ABC) in accordance with WAC 388-61A, Chapter 70.123 RCW.
- Upon request, participates in agency or community work teams including committees, task forces, or event planning.
- Attends and participates in program staff meetings and All YWCA meetings, and scheduled internal trainings.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

OTHER KNOWLEDGE, SKILLS AND ABILITIES

- Commitment to YWCA vision, mission and values
- Proactively gather and compile current knowledge of local community resources
- Ability to work effectively with diverse people
- Ability to manage multiple tasks under deadlines
- Proficiency in Microsoft Office software
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals, and curriculum
- Ability to write routine reports and correspondence
- Ability to listen effectively and really hear what the client/community partner is saying
- Ability to speak effectively before groups of clients or employees of organization
- Ability to compute percent, compile statistics, and track demographic information
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to apply broad concepts appropriately and consistently to varied situations

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university and one to two years related experience and/or training; or equivalent combination of education and experience. Strong preference given to bi-lingual Spanish speaking candidates.

OTHER QUALIFICATIONS

- Must have ability to transport self within 100 miles. If that includes driving your own vehicle then must possess current and valid Washington State Driver's license as well as insurance per Washington State Law
- Acceptable criminal history record
- Completion of 30-hour Domestic Violence Victim Services training within first year of employment

WORK ENVIRONMENT

The work environment and physical demands 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.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to talk or hear. The employee is occasionally required to stand. 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 has moderate noise levels.