

**Job Title:** Domestic Violence Advocate -- Support Shelter  
**Reports To:** Shelter Program Manager  
**FLSA Status:** Full-time, part-time or on-call; Non-Exempt; Regular  
**Department:** Support Shelter  
**Job Classification:** 3 – Direct Service

## **SUMMARY**

The Support Shelter Domestic Violence Advocate provides support and advocacy to victims of domestic violence, both in the Support Shelter and via a 24-hour crisis line. This position promotes and models empowerment and trauma-informed care to survivors of domestic violence through engaging in and developing trusting relationships, proactively offering support, and providing relevant services to shelter residents and callers. Shelter Advocates support the daily living, health and safety standards, and overall function of the shelter program in compliance with relevant policies, procedures, laws and best-practices.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Ensures safety and confidentiality in all interactions and communications related to shelter residents and crisis line callers.
- Provides crisis intervention and safety planning for Shelter residents and crisis line callers.
- Provides quality information and referrals to Shelter residents and crisis line callers.
- Creates a welcoming environment by greeting clients at the door and helping them bring their things to the office for a new intake. Works to meet the needs of all household members during the intake process. Proactively engages in relationship-building and offering support to shelter residents throughout their stay.
- Conducts Shelter intakes, including phone screening, wait list and intake scheduling procedures, orientation to the Shelter facilities, room assignments, and accurate completion of all intake paperwork.
- Collects and enters client demographics, information and service data in computer system in a non-identifying manner consistent with required confidentiality. Logs pertinent information for shift; overlaps pertinent information to oncoming shift.
- Models, explains and ensures compliance with Shelter rules, policies and procedures. Adheres to YWCA personnel policies and procedures, shelter protocols, and best-practice standards.
- Ensures that the Shelter is neat, clean and in adherence with State and local health standards. Implements pest protocols as needed for new or existing residents.
- Regularly contributes to the cleaning and upkeep of shelter offices and common areas. May perform light maintenance tasks, including but not limited to such things as changing light or shutting off valves.
- Monitors alarms and cameras and maintains the security of Shelter entrances and regularly completes a safety walk through of the shelter facility multiple times per shift.
- Completes and submits applicable maintenance requests to the Operations team, per YWCA procedures.
- Communicates donation, volunteer or supply requests appropriately.
- Provides tangible goods to residents as requested and available. Documents distribution of good accordingly.
- Ensures that all Shelter services adhere to the principles of Advocacy Based Counseling (ABC) and are in accordance with WAC 388-61A, Chapter 70.123 RCW.
- Ensures trauma-informed care per the YWCA's model of such values and practices.

- Meets initial and continuing annual training requirements per WAC 388-61A.
- Makes mandatory reports to Child Protective or Adult Protective Services or makes reports to law enforcement when there is imminent risk of harm that meets a “duty to warn” threshold.
- Completes special projects upon request.
- Upon request, may participate in agency or community work teams or committees.
- Actively participates in scheduled Shelter staff meetings and scheduled internal trainings; attends make-up sessions as needed due to absence from required sessions.

This is a general description of the responsibilities of the position; other duties may be assigned or change over time as the program or services warrant.

#### **OTHER KNOWLEDGE, SKILLS AND ABILITIES**

- Commitment to YWCA vision, mission and values
- Ability to work and communicate effectively with diverse people
- Ability to manage multiple tasks with many distractions
- Proficiency in Microsoft Office Programs
- Ability to work as part of a team
- Effectively adapt to many different situations on a regular basis
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of clients or employees of organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to understand and apply shelter policies, procedures, and safety measures, in accordance with applicable Revised Code of Washington (RCW) and Washington Administrative Code (WAC) standards; RCW 70.123, WAC 388-61A
- Ability to apply broad concepts appropriately and consistently to varied situations

#### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

#### **REQUIRED EDUCATION and EXPERIENCE**

- Associate’s Degree in Human Services or related field of study. Bachelor’s Degree preferred;
- One year related experience in advocacy, case management, or social service setting including past experience working with survivors of trauma OR
- Equivalent combination of education and experience.
- Experience living or working in diverse communities

#### **OTHER QUALIFICATIONS**

- Acceptable criminal history record
- Completion of Domestic Violence Victim Services Training within first year of employment
- CPR & First Aid Certification Preferred

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is frequently required to sit. The employee is regularly required to stand; walk; reach with hands and arms; occasionally stoop or kneel. 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.