

eliminating racism empowering women

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Job Title: On-Call Domestic Violence Advocate & Support Staff
Reports To: Shelter Program Manager/Operations Manager
FLSA Status: Nonexempt, Regular, On-call,
Department: Support Shelter/Operations

SUMMARY

This On-Call Domestic Violence Advocate and Support Staff position will provide direct service and advocacy to victims of domestic violence, and other visitors to the YWCA both in the Support Shelter and at the main reception desk. This position will answer and route calls, provide resources and information, safety plan, and accurately complete required paperwork and data logging. This position promotes and models empowerment and self-sufficiency for survivors of domestic violence and provides professional assistance to YWCA visitors. *On-call Advocates cover shifts for Shelter Advocates and the Receptionist when regular staff is out, either in a pre-planned manner for leave, or in an immediate manner for illness or emergencies.*

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers crisis and business calls in a professional and respectful manner, in keeping with YWCA standards and values.
- Performs crisis intervention and safety planning for Shelter residents and crisis line callers.
- Directs visitors and callers appropriately and facilitates accurate and effective communication between callers, visitors, clients, and staff.
- Provides quality information and referrals to Shelter residents and crisis line callers.
- Conducts Shelter intakes, including screening, interviews, orientation to the Shelter facilities, room assignments, and completion of intake paperwork.
- Collects and enters client data and service data in computer system. Logs pertinent information for shift; overlaps pertinent information to oncoming shift.
- Models, explains and enforces Shelter rules, policies and procedures.
- Ensures reception area is neat, safe, and calm.
- Ensures that the Shelter is neat, clean and in adherence with State and local health standards.
- Monitors alarms and cameras and maintains the security of entrances and performs safety walk-throughs in the shelter facility.
- Completes applicable maintenance requests.
- Sorts and processes mail, according to the YWCA's required procedure.
- Communicates donation, volunteer or supply requests appropriately; assists in-kind donors in completing donation receipts and redirects ineligible donations appropriately
- 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.
- Responds to requests for coverage and other communication from supervisors or Human Resources in a timely manner. For the purposes of this position, "timely manner" is defined as within 2 hours in the case of an immediate or emergent situation (coverage needed that day or within that work week), or within a 24 hour period for non-urgent requests (coverage needed at a future date past the current work week).
- Attends and participates in program staff meetings, All YWCA meetings, and scheduled internal trainings. May participate in special activities or projects as requested with supervisor approval.

This is a general description of the responsibilities of the position; additional tasks may arise in the course of work that are related to this general job description. .

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OTHER KNOWLEDGE, SKILLS AND ABILITIES

- 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
- Commitment to YWCA vision, mission and values

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

REQUIRED 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
- Experience living or working in diverse communities

OTHER QUALIFICATIONS

- Preference given to those with availability to work all shifts
- Acceptable criminal history record
- CPR & First Aid Certification
- Completion of Domestic Violence Victims Services training within first year of employment.

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.