

OUR MISSION: The YWCA of Lewiston–Clarkston is dedicated to empowering women, eliminating racism, and promoting peace, justice, freedom and dignity for all. It is committed to building a strong community by actively promoting the value of diversity and the right to a life free from violence, poverty, and oppression.

NAME:		DATE OF HIRE:	
JOB TITLE:	ADVOCATE – SHELTER		
SUPERVISOR:	ADVOCATE COORD.	STATUS:	Non-exempt

POSITION SUMMARY

Provide trauma-informed, culturally appropriate and accessible advocacy services to individuals in crisis including victims of domestic violence, dating violence, sexual assault, stalking and other crimes as part of a comprehensive victim services agency working toward social change.

DUTIES AND RESPONSIBILITIES

DIRECT CLIENT SERVICES

- Provide crisis intervention, trauma-informed advocacy, lethality assessment/safety planning, and information and referral (in-house and outside agencies) as needed to primary and secondary victims of crime and other individuals in crisis.
- Maintain absolute confidentiality regarding clients and services provided, except in cases of child abuse or neglect, or in situations involving potential harm to clients or others (per program policy).
- Assess client barriers to self-sufficiency, including safety, and help clients develop an individualized action plan to address those barriers.
- Provide back-up and additional support to other advocates as part of a team approach to victim advocacy.
- Inform supervisor of client issues, including special needs, unique situations or noncompliance.
- Enter client data as needed to maintain client files and meet grant requirements; update advocate log daily.

AREAS OF PRIMARY RESPONSIBILITY

- **Shelter Advocate** – Provide safe, peaceful environment for women and children in shelter. Make decisions about suitability of shelter for clients needing services. Provide support, encouragement, and safety for shelter residents. Provide crisis intervention and mediation/problem solving when needed. Monitor shelter operations; assist with cleaning and maintenance of shelter as needed. Conduct security checks of building nightly. Program/deprogram front door codes as needed. Follow procedures to inform proper staff of shelter needs, repairs, and supplies.
- **After-hours Advocacy** – Answer 24-hour helpline after-hours, weekends and holidays. Available by phone to provide crisis intervention, respond to emergency needs for victims of domestic and sexual violence and abuse on rotating basis.

PROGRAM

- Responsible for compliance with all grant standards and reporting requirements related to this position.
- Enter data as needed to maintain client files and document services provided to meet grant requirements.
- Maintain records required for grant compliance, statistical record keeping, and as needed to measure program success.
- Network with other social service agencies providing assistance (legal, medical, financial, etc.); coordinate information and referrals to area agencies.
- Communicate effectively with supervisor regarding weekly activities, roadblocks and successes.
- Participate on staff committees for events (annual meeting, conference) and activities (awareness months, community events) as needed/determined.
- Other duties as assigned to ensure program success.
- Attend all required staff meetings and trainings.

- Cross-train in multiple aspects of **ywca** positions to be able to fill in as needed.

ORGANIZATION

- Commitment to the mission, values, and goals of the **ywca**.
- Promote positive public relations and community understanding of program services and activities.
- Research and submit information to the grant team on pertinent funding sources.

QUALIFICATIONS:

- Excellent listening and communication skills, written and verbal.
- Ability to remain calm, make decisions, and use sound judgment under pressure, stress, and conflict.
- Excellent computer skills and knowledge of office procedures and equipment.
- Ability to work effectively with the public, volunteers, and staff.
- Ability to be self-directed and work as part of a team.
- High school diploma or equivalent plus two years relevant work experience.
- Hold valid driver's license and insurance.
- Must be able to lift 40 pounds.

Employee Signature: _____

Date: _____

Supervisor signature: _____

Date: _____