

Job Title	Shelter Advocate Relief	Department	Sunrise Village Shelter
FLSA Status	Hourly/Non-Exempt	Reports to	Residential Manager
Classification	Part-time/Temporary	Revision date	April 2022
Schedule	Relief / On-Call	Hours	As Needed and/or Overnight
Pay	\$17.00/hour	Benefits Eligibility	No

**YWCA Glendale and Pasadena is an essential services provider and is temporarily providing services remotely with partial days in office as assigned by the supervisor.*

About Us

YWCA Glendale and Pasadena is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all. YWCA Glendale and Pasadena’s purpose is to ensure the health, safety and economic empowerment of women, children, and families and to strengthen communities to prevent and break the cycle of domestic violence. We provide resources and support to survivors of domestic violence and their children and through our education and prevention efforts we empower women, girls and families to build healthy relationships, achieve self-sufficiency, and live free from all forms of oppression. Our programs include a 24/7 Crisis Hotline, a 16-bed Domestic Violence Emergency Shelter, a Domestic Violence Community Services Center that provides case management, legal services, adult and child counseling, trauma informed childcare, and housing navigation support, a Violence Prevention Education and Outreach Program, a Girls Empowerment Program that offers after school programming, summer camp and STEAM education workshops and mentorship, and racial justice training and advocacy in collaboration with the Coalition for an Anti-Racist Glendale and other social justice organizations.

Position Summary

The Shelter Advocate is responsible for providing support and advocacy to victims of domestic violence and their children in the Sunrise Village emergency shelter and DV hotline, including assisting shelter residents with daily living needs and providing general support and shelter coverage. The Shelter Advocate also documents services provided to clients through the client records log, prepares rooms for new residents, conducts house checks, and attends supervision and team meetings. The Shelter Advocate is an awake position. Some shifts may include week days, weekends and holidays to ensure adequate coverage of the shelter program.

The position includes access to information of a confidential nature. Strict adherence to agency procedures and protocols is required.

Essential Tasks

These are core functions of the job. **Additional duties may be assigned as needed.**

Direct Service

- Assists client in completing other paperwork as needed including transitional housing application within two weeks.
- Assists with daily living needs for shelter residents.
- Communicates shelter rules and communal living guidelines to residents as outlined in the shelter intake. Promptly addresses difficulties or problems that arise per agency protocol; addresses any communal living concerns with residents and maintains documentation of the discussions.
- Completes exit survey with clients leaving shelter as well as required exit paperwork.
- Completes shelter intake within 8 hours of client entering shelter.
- Facilitates cooperative living, peer support, and resident participation in shelter programming.
- Interacts sensitively with traumatized populations and handles crisis appropriately.
- Models and actively promotes positive, nurturing interactions between adults and children in shelter.
- Models non-violent conflict resolution and uses non-violent forms of guidance.
- Provides direct service to clients on the DV Hotline.
- Provides shelter orientations to clients within 24 hours of client's entry into shelter.
- Provides trauma-informed direct services to victims of domestic abuse and their children including support, advocacy, crisis intervention, safety planning, parenting support, information, and referrals.
- Takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.

Other Tasks

- Assists with stocking, portioning, and distributing food and other supplies meant for client use.
- Collects resident key cards as residents come and go to ensure the safety and security of the shelter.
- Completes all paperwork and entries into the client records database by the end of each shift.
- Completes and files appropriate request forms to address maintenance and security issues as they arise.
- Completes house checks as assigned.
- Consults regularly with Lead Shelter Advocates throughout each shift.
- Creates and contributes to daily log entries to facilitate communication with co-workers regarding client or program updates.
- Effectively manages priorities and tasks to meet deadlines.
- Maintains client files, agency files, statistics, forms and other record keeping as required.
- Maintains shelter office space in accordance with shelter Program procedures.

- Maintains strict standards of confidentiality.
- Packs client belongings as needed; cleans/sanitizes rooms after clients exit; prepares room for next client.
- Performs routine chores and cleaning tasks as assigned to ensure the safety and cleanliness of the shelter facility. Addresses emergency facilities issues as they arise.
- Reviews daily log entries, YWCA email account, and memo log at the start of each shift.
- Utilizes critical thinking skills, exercises appropriate personal responsibility, and retains a positive outlook amidst challenging circumstances.

General Responsibilities

- Adheres to agency policies and work rules, including strict adherence to YWCA Glendale confidentiality policies and code of ethics.
- Maintains agency forms as required.
- Attends agency meetings as required, including the monthly mandatory shelter team meeting and weekly supervision meetings.
- Attends trainings and continuing education activities as assigned.

Desired Knowledge

- Understand and utilize principles of trauma informed care and the empowerment philosophy of advocacy.
- Work under conditions requiring flexibility and team member response to crisis.
- Knowledge of the dynamics of domestic violence or family violence preferred.
- Ability to meet the needs of culturally diverse individuals with limited English proficiency and experience working with limited English proficient individuals through interpretation and translation services.
- Experience working with communities of color and people from different cultures than your own.
- Demonstrate good oral and written communication skills.
- Ability and willingness to work independently and as a part of a team.
- Excellent computer skills, including knowledge of Microsoft Office preferred and ability to learn new software.
- Ability to self-supervise, maintain professionalism and personal development is desired.
- Skilled at establishing and cultivating strong relationships with peers, across different levels of the organization and externally.
- Strong organizational, record keeping and time management skills with solid attention to detail.
- Client focused.
- Core competencies expected: respectfulness and relationship building, commitment to quality service, team focused, collaboration, self-accountability and work standards, stress tolerance, confidentiality, integrity, ethics, trust, fostering diversity, equity and inclusion, conflict management, relationship building and respectfulness, good judgement, problem solving, and professionalism.

Minimum Qualifications

- AA degree in a social services or related field with at least two years of direct service experience working with vulnerable populations.
- Any combination of skills and experience that demonstrates the ability to perform this job effectively.
- Available for occasional business travel; available for some meetings in the evening or on the weekends depending on needs of the program and the victims of domestic violence.
- Available to work two days, any shifts.
- Effectively work with others to reach common goals and objectives.
- Effectively work with people from diverse backgrounds.
- Experience in a residential facility setting strongly preferred.
- Experience in crisis intervention preferred.
- Employment contingent upon successful completion of the certified 40-Hour Domestic Violence Training.
- Flexible and adaptable.
- Fluency in written and spoken Armenian, Farsi, Russian or Spanish is a plus.
- Good judgement and exhibit responsibility and ability to take appropriate action under pressure while maintaining composure and decision-making skills.
- High degree of sensitivity to and respect for diversity and cultural issues involved in working with individual of varying ethnicities and income.
- High energy and passion for the organization's mission.
- Influence others to accept ideas by using convincing arguments, creating a win-win situation and responding appropriately to key stakeholders.
- Maintain appropriate boundaries with clients, donors, staff, board, and community stakeholders in all circumstances.
- Maintain site confidentiality.
- Must be willing to provide emergency transportation to clients in shelter.
- Operate a vehicle and provide proof of insurance and clean driving record. Must possess a valid California Driver's License and have access to vehicle during work hours.
- Travel throughout Los Angeles County.
- Work independently without close oversight.

Job Requirements

- Full Covid-19 vaccination required.
- Adapt to a fast-paced working environment with multiple deadlines.
- Communicate effectively and tactfully in both oral and written forms.
- Complete a LiveScan background check.
- Complete Mandated Reporter Training within 1 week of start date.
- Establish and maintain cooperative working relationships with vendors and individuals contacted during performance of job duties.
- Maintain and improve professional skills and knowledge.
- Maintain orderly work environment and perform tasks in a prescribed and safe manner.

- Operate a vehicle and provide proof of insurance and clean driving record. Must possess a valid California Driver's License and have access to vehicle during work hours.
- Operate modern office equipment, including computer, phone, fax, copier, etc.
- Valid driver's license with a clean driving record, access to a vehicle during work hours and willingness to conduct mobile advocacy and off-site visits.
- Valid TB test within 90 days of employment.

Physical Requirements

- Work requires the ability to ascend or descend stairs, as well as the agility to move about and position self efficiently to perform physical tasks and address emergency situations.
- Position requires the ability to monitor and observe the activities of clients, and children of clients, within the facility.
- Regularly exposed to cleaning products, chemicals, and solvents. Occasionally works in outdoor weather conditions.
- Routinely requires the ability to move or transport supplies or equipment weighing up to 30 pounds unassisted, while ascending or descending stairs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

YWCA Glendale and Pasadena is an Equal Opportunity Employer and is committed to diversity, equity and inclusion. *We are committed to attracting and retaining a diverse staff. YWCA Glendale and Pasadena will honor your experiences, perspectives, and unique identity. Together, our organization strives to create and maintain working and learning environments that are inclusive, equitable and welcoming. YWCA Glendale and Pasadena prohibits discrimination on the basis of age, gender, race, ethnicity, national origin, cultures, religion, immigration status, veteran status, political beliefs, sexual identity, ability/disability, and health/mental health status in all its programs and activities, not only in respect to employment practices but also in the delivery of services.*