



Job Title	Shelter Advocate Relief	Department	Sunrise Village Shelter
FLSA Status	Hourly/Non-Exempt	Reports to	DV Services Manager
Classification	Part-time	Revision date	04/2019
Schedule	Relief / On-Call	Hours	As Needed
Pay	\$12.50/hour	Benefits Eligibility	No

About Us

YWCA Glendale is a nonprofit organization and local association member of the YWCA USA. YWCA Glendale unites in the following statement of the mission of the YWCA USA and is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all. YWCA Glendale’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. YWCA Glendale provides 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 violence.

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. Work shifts 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. Competent performance of all essential tasks is critical to the continued employment of the employee in this position.

Direct Service

- 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.

- Assists with daily living needs for shelter residents.
- Completes shelter intake within 8 hours of client entering shelter.
- Provides shelter orientations to clients within 24 hours of client's entry into shelter.
- Assists client in completing other paperwork as needed including transitional housing application within two weeks.
- Completes exit survey with clients leaving shelter as well as required exit paperwork.
- Facilitates cooperative living, peer support, and resident participation in shelter programming.
- Models and actively promotes positive, nurturing interactions between adults and children in shelter.
- 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.
- Models non-violent conflict resolution and uses non-violent forms of guidance.
- Takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.
- Interacts sensitively with traumatized populations and handles crisis appropriately.
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
- Provides direct service to clients on the DV Hotline.

Other Tasks

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

Performs other duties as requested.

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

Competencies

- **Respectfulness & Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, mutual respect, and consideration and acceptance of the opinions of others.
- **Commitment to Quality Service:** Builds and maintains community satisfaction with the services offered.
- **Team Focused & Collaborative:** Promotes cooperation and commitment within a team to achieve goals and objective; collaborate with team members, sharing ideas and differences openly; be receptive to new ideas and adapt to change as necessary
- **Self-Accountability & Work Standards:** Sets high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks.
- **Stress tolerance:** Maintains composure in highly stressful or adverse situations.
- **Professionalism and Personal Boundaries:** Conducts self within appropriate and expected professional boundaries and policies.
- **Conflict Management:** Helps others to effectively resolve complex or sensitive disagreements or conflicts.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity. Promotes a culture that highly values the voices of women and girls.
- **Confidentiality, Integrity, Ethics and Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.
- **Organizational Culture:** A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position.

- Associate degree in human services-related field, relevant experience may be substituted in lieu of a degree.
- Experience in a residential facility setting strongly preferred.
- Experience working with trauma survivors strongly preferred.
- Experience in crisis intervention preferred.
- Employment contingent upon successful completion of the certified 40-Hour Domestic Violence Training.
- Employment contingent upon clear fingerprint and criminal history record.

Knowledge & Skills

- Excellent computer skills including knowledge of Microsoft Office preferred.
- Knowledge of domestic violence issues preferred.

Ability to

- 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.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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.

YWCA Glendale is an Equal Opportunity Employer and is committed to staff diversity.

The YWCA Glendale 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.