

eliminating racism  
empowering women

**ywca**

New Hampshire

## Job Description

**Job Title:** Back Up Advocate

**FLSA Status:** Per Diem

**Classification:** Part Time

**24 Hour Shift Rates:** \$50 or \$75

**Department:** REACH Crisis Services

**Reports to:** REACH Program Coordinator

**Revision Date:** September 2020

### Job Summary:

Provide direct services to victims of domestic and sexual violence through support, information, resource referral and personal advocacy based on the empowerment model.

### PRIMARY FUNCTION:

- Provide direct service to clients via telephone including, but not limited to, emotional support, court advocacy, hospital and police accompaniment;
- Respond to hospital calls to local hospitals including Elliot, Catholic Medical Center, Parkland;
- Assess and process new shelter intakes according to agency procedures;
- Respond to Lethality Assessment Procedures (LAP) calls;
- Respond to client problems or emergencies at shelter;
- Relay pertinent information to YWCA staff in a timely and appropriate manner;
- Connect with volunteer on shift to offer assistance if needed;
- Maintain and submit all necessary records such as contact logs, and time and attendance sheets and other documentation as required.
- Contribute to a positive work environment.
- Attend, whenever possible, all staff meetings and functions of YWCA.
- Promote the YWCA purpose and mission and work to eliminate racism and empower women.
- Perform all other tasks as assigned.

---

### REQUIREMENTS:

- Valid driver's license, reliable vehicle and proof of valid auto insurance.
- Must be able to respond to hospital calls within 40 minutes and crisis calls within 10 minutes.
- Must have reliable phone access and reception.
- Must provide coverage for at least two 24-hour shifts per month.
- Understanding of domestic and sexual violence issues and a victim services model that focuses on victim safety and perpetrator accountability.
- Commitment to the mission of the YWCA and to the empowerment model of service delivery used at the YWCA.
- Completion of thirty (30) hours of training provided to REACH Crisis Services volunteers and other training as deemed necessary.
- Must earn a minimum of 6 hours of relevant training per year to remain current with confidentiality.
- Degree in social work/related field desirable or equivalent experience.

- Ability to work well and communicate with people of diverse backgrounds.
- Ability to use critical thinking and problem solving skills to meet the needs of clients and follow program policies while working primarily independently.
- Ability to work nights, weekends and holidays.

**Competencies:**

**Adaptability & Flexibility:** Adapts to changing business needs, conditions, and work responsibilities.

**Self-Motivation, Initiative & Creative Thinking:** Takes action without prompting and develops fresh ideas that provide safe solutions to all types of workplace challenges.

**Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization.

**Confidentiality, Integrity, Ethics & Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.

**Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.

**Stress Tolerance and Unflappability:** Maintains composure in highly stressful or adverse situations.

**Problem Solving Attitude:** Approaches situations and challenges in a solutions based proactive and effective manner.

**Respectfulness & Relationship Building:** Builds constructive working relationships characterized by high level of acceptance, cooperation, and mutual respect.

**Professionalism & Personal Boundaries:** Conducts oneself with appropriate and expected professional boundaries and policies.

**Work Environment and Physical Demands:**

- Work is primarily performed in office setting with periodic trips to hospitals, police stations and shelter.
- Work requires the ability to ascend and descend stairs, as well as the ability to move about and position self efficiently to perform physical tasks and address emergency situations.
- Occasionally works in outdoor weather conditions.
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 30 pounds unassisted.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.