



## Job Description

**Job Title:** Direct Service Advocate  
**FLSA Status:** Non-Exempt  
**Classification:** Full Time (40 hours per week)  
**Pay Range:** \$16.00 per hour  
**Department:** REACH Crisis Services  
**Reports to:** Director of REACH Crisis Services  
**Revision Date:** November 16, 2020

### Job Summary:

The Direct Service Advocate will provide general crisis services to victim/survivors of domestic and sexual violence and their children in the Greater Manchester area. They will also collaborate with community partners, work with volunteers, and participate in reporting needs of the program.

**Supervises:** No supervisory responsibilities

### Requirements:

- Four-year degree in social work or related field preferred, through relevant experience may be considered in lieu of degree;
- Experience developing and maintaining strong community partnerships preferred;
- Excellent computer skills including knowledge of Microsoft Office preferred;
- Understanding of domestic and sexual violence issues and a victim services model that focuses on victim safety and empowerment;
- Bilingual preferred;
- Commitment to the mission of YWCA NH and to the empowerment model of service delivery used at REACH Crisis Services;
- Completion of REACH Crisis Services New Advocate Core training program;
- Must have reliable phone access and reception;
- Must be able to return crisis hotline phone calls within required 10-minute window and respond to hospital calls within required 40-minute window;
- Satisfactory Criminal Background Check; and
- Must possess a valid driver's license and proof of vehicle insurance, and must have access to a vehicle during work hours and on-call shifts.

### Duties and Responsibilities:

- Providing trauma informed support services to victim/survivors of domestic and sexual violence through a variety of methods, including but not limited to the crisis line, walk-in services, community accompaniments, and web and text line support;
- Provide case management services to Emily's Place emergency shelter program guests;
- Provide coverage to ACERT deployments as needed;
- Assist with data entry as needed;
- Comply with data collection and record keeping requirements;
- Provide assistance to REACH Crisis Services clients across all program areas as needed;
- Develop and sustain working relationships with community partners;
- Provide representation at community meetings as assigned;
- Provide calendar back up and crisis line coverage as needed to meet the needs of the organization, including 2-5 overnight on-call shifts per month;
- Work collaboratively with all YWCA NH staff to assure completion of all functions at all locations;

- Provide assistance to volunteer advocates on an as needed basis;
- Contribute to a positive work environment;
- Assist in Volunteer Training as needed;
- Participates in agency staff meetings and other team meetings as able;
- Maintains professional boundaries; and
- Performs other duties as assigned.

**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.

**Acknowledgement:**

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.

The employee's signature below constitutes the employee's understanding of the requirements, functions, and duties of the position.

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_