

# Job Description



**Job Title:** Shelter Advocate  
**FLSA Status:** Non-Exempt  
**Classification:** Full Time (40 hours per week)  
**Pay Range:** \$16 per hour  
**Department:** REACH Crisis Services  
**Reports to:** REACH Transitional Housing & Housing Coordinator  
**Revision Date:** February 2021

## Job Summary:

Provide direct services to victims of domestic and sexual violence living at Emily's Place through support, information, resource referral and personal advocacy based on the empowerment model as part of a grassroots social change movement.

**Supervises:** No supervisory responsibilities

## Requirements:

- 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 and to the empowerment model of service delivery used at REACH Crisis Services;
- Completion of YWCA NH 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.

## Duties and Responsibilities:

- Provides trauma informed direct services to Emily's Place residents (parents and children) including support, advocacy, crisis intervention, safety planning, parenting support, information and referrals;
- Ensure access to medical treatment and other necessary services for residents as needed;
- Responsible for insuring compliance with all policies and procedures at Emily's Place;
- Perform needed repairs, maintenance and cleaning;
- Schedule and execute appointments with the NH Food Bank;
- Receive and organize donations made to Emily's Place as needed;
- Provide crisis line coverage;
- Offer support and assistance to volunteers when needed;
- Maintain all necessary records such as contact logs, and time and attendance sheets and other documentation as required;
- Work collaboratively with all YWCA NH staff to assure completion of all functions at all locations;
- 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: \_\_\_\_\_