



## Job Description

**Job Title:** Diversity, Accessibility, and Equity Advocate  
**FLSA Status:** Non-Exempt  
**Classification:** Full-Time (40 hours per week)  
**Pay Range:** \$21 per hour  
**Department:** REACH Crisis Services  
**Reports to:** REACH Crisis Services Program Manager  
**Revision Date:** September 2022

### Job Summary:

The Diversity, Accessibility, and Equity (DAE) Advocate will provide general crisis services to victim/survivors of domestic and sexual violence and their children in the Greater Manchester area, with a specific focus on supporting survivors from diverse cultural backgrounds, while providing racial justice and equity programming at YWCA NH. The DAE Advocate will collaborate with community partners and volunteers for educational and social opportunities about racial justice and equity issues. They will also collaborate closely with the Chief Diversity Officer to think strategically and advocate for equitable practices and policies internally and externally to the organization.

**Supervises:** No supervisory responsibilities

### Requirements:

- Educational experience in social work or related field preferred, through relevant direct service experience will be considered in lieu of degree;
- Experience developing and maintaining strong community partnerships preferred;
- One-year experience related to racial justice, equity, and diversity program design and/or strategy 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 required, bi-cultural 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;
- Availability to work day, evening, and weekend hours to meet the needs of the organization and the community;
- 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 have access to reliable transportation during working hours and on-call shifts.

### Duties and Responsibilities:

- Schedules and implements racial justice and gender equity-related programs, including public and contracted educational workshops.
- Collaborates with community partners on racial justice and gender equity-related initiatives that are consistent with the mission of YWCA NH.
- Represents YWCA NH at appropriate community meetings, forums collaborations, and coalitions that further the mission of YWCA NH.

- Gathers and maintains a variety of diversity educational resources.
- Coordinates annual Stand Against Racism, MLK Jr. Day, and other events related to racial justice, advocacy, and equity.
- Provide services with a specific focus on supporting survivors from diverse cultural backgrounds and non-English speaking clients.
- Provide educational support to other advocates assisting clients from diverse cultural backgrounds and non-English speaking clients.
- Participates in various YWCA NH committees/workgroups as appropriate.
- Adheres to all YWCA policies and procedures. Some evening and weekend work required.
- Performs other duties as required.

#### General

- Provide direct services to clients via telephone or in person when the office is open including, but not limited to, emotional support, court advocacy, hospital and police accompaniment, as needed;
- 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;
- Provide assistance to volunteer advocates on an as needed basis;
- Maintain all necessary records including contact logs, education and outreach logs, and time and attendance sheets for grant reporting;
- Work collaboratively with all REACH Crisis Services staff to ensure completion of all office functions at all locations;
- Attend, whenever possible, all functions of YWCA NH;
- Training and coordination of training of staff and volunteers at YWCA NH regarding racial justice issues and other similar issues/topics; and
- Promote the mission of YWCA;
- Assist with data entry as needed;
- 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: \_\_\_\_\_