

# Working Against Violence, Inc.

## Position Description

**Title:** FT Advocate

**Reports to:** Shelter Coordinator

**Status:** Full Time/Hourly

### **General Function:**

- Assist with operation of the shelter, provide for clients' needs and engage in meaningful interaction with residents

### **Qualifications:**

- High-school diploma/GED
- Must possess a valid driver's license
- Possess hearing, speaking and sight ability which allows for effective verbal and non-verbal communication
- Ability to communicate in written form
- Ability to pick up a child
- Ability to carry a 25lb box up and down stairs
- Ability to perform routine housekeeping duties such as vacuum, make beds, mop and clean bathrooms
- Ability to walk stairs on a frequent basis through out a shift

### **Skills:**

- Possess effective written and oral communication skills
- Ability to plan and organize work for maximum effectiveness and efficiency
- Ability to be an effective team member
- Ability to think logically and make practical decisions
- Ability to portray a welcoming and accepting attitude to clients and the public, by telephone and in person
- Ability to demonstrate initiative, accept responsibility and participate in active problem solving
- Possess physical and emotional stamina to effectively handle job related issues and stress
- Possess and be able to portray sensitivity and empathy to the issues of sexual assault and domestic violence

### **Duties and Responsibilities:**

#### **Client services:**

- Respond to crisis line, arrest interventions and walk-ins, providing non-judgmental advocacy, emotional support and information about domestic violence and sexual assault
- Insure shelter resident's basic needs are met
- Assist residents with life skills development as requested
- Insure shelter policies and procedures are met
- Provide security for shelter facilities

- Assess for and initiate emergency intake of shelter residents
- Provide transportation according to organization guidelines
- Know community resources to make appropriate referrals when not appropriate for our services
- Schedule appointments for case managers
- Housekeeping duties according to the schedule
- Know and consistently follow WAVI's policies and practices

**Record Keeping:**

- Complete appropriate forms relating to residents and crisis calls
- Maintains daily record of services provided.

**Collaborative Projects:**

- Work closely with Case Managers and Shelter Director to insure consistency in services to clients
- Complete all general office/program clerical duties as assigned by supervisor

**Agency Atmosphere:**

- At all times maintain complete confidentiality of client and staff information.
- Attend all required staff meetings
- Display open, honest and ethical method of communication with co-workers and supervisor.
- Represent the agency in a positive and professional manner.
- Seek out professional training experience that will enhance the quality of work performed.