

eliminating racism empowering women

ywca job description

YWCA of Kalamazoo
353 E. Michigan Ave.
Kalamazoo, MI 49007

T: 269-345-5595
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hr@ywcakalamazoo.org
www.ywcakalamazoo.org

Position: Shelter Advocate – 2nd Shift

Department: Victim Services

Supervisor: Shelter Manager

Compensation Range: \$18.00+/hour/2nd shift premium; Support Staff Salary Schedule

FLSA Status: Non-Exempt

Hours of Work: Full-time, Part-time, or Sub; Overnight, Evening, and Weekends. Flexible as a response to program needs and as arranged by supervisor

Application: Send resume to hr@ywcakalamazoo.org

MISSION STATEMENT:

Eliminate racism, empower women, and promote peace, justice, freedom and dignity for all.

PRIMARY FUNCTION:

The Shelter Advocate provides crisis intervention and creates a safe and welcoming environment for survivors of domestic violence, sexual assault, and human trafficking and their children by providing emotional support, connecting residents to resources, and facilitating activities in shelter to build community.

QUALIFICATIONS:

1. High school diploma or equivalent required; Bachelor's degree in human services or related field or specialized training in domestic violence preferred.
2. One-year experience in crisis intervention and residential service preferred.
3. Demonstrated ability to manage conflict and adept at deescalation techniques
4. Demonstrated strong oral and written communication skills.
5. Demonstrated ability to work with people of diverse backgrounds.
6. Demonstrated ability to be empathetic and establish rapport.
7. Demonstrated ability to establish and maintain appropriate boundaries.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

RESPONSIBILITIES:

1. Provides crisis intervention and individual support.
2. Answers agency crisis line and responds to client crisis needs.
3. Links clients with community resources.
4. Maintains confidential, accurate, and timely client records and documentation.
5. Monitors building and shelter security systems and procedures.
6. Provides admittance and intake of shelter residents; arranges alternate shelter, as needed.
7. Coordinates and facilitates shelter programming activities including, but not limited to: field trips, recreational outings, in-shelter activities, co-location of community resources, and holiday celebrations.
8. Assists in activities related to daily shelter operations.
9. Completes cleaning tasks assigned during scheduled shifts.
10. Assures necessary maintenance and custodial functions, as needed.
11. Safeguards confidential information gained as a result of the position.
12. Complies with applicable local, state and federal licensing requirements/certification and or regulations.
13. Complies with Association policy regarding required reporting of child abuse, elder abuse, suicide and homicide.
14. Works cooperatively with program participants, YWCA staff and volunteers.
15. Completes special projects and performs other duties as assigned.

WORKING CONDITIONS AND ESSENTIAL FUNCTIONS:

1. Sitting, standing, kneeling, bending, some lifting required at 10 lbs
2. Frequently required to stand
3. Frequently required to walk
4. Frequently required to sit
5. Frequently required to utilize hand and finger dexterity
6. Occasionally required to climb, balance, bend, stoop, kneel or crawl
7. Frequently required to talk or hear
8. Occasionally required to taste or smell
9. Occasionally exposed to wet and/or humid conditions (non-weather)
10. Occasionally work near moving mechanical parts
11. Occasionally work in high, precarious places
12. Occasionally work around fumes, airborne particles, or toxic chemicals
13. Occasionally exposure to outside weather conditions
14. Occasionally exposure to extreme heat or cold (non-weather)
15. Occasionally exposure to bloodborne and airborne pathogens or infectious materials
16. While performing the duties of this job, the noise level in the work environment is usually moderate
17. The employee must occasionally lift and /or move more than 10 pounds
18. Specific vision abilities required by this job include:All-Close vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus
19. Additional remarks regarding work environment: ability to work in a faced paced environment.
20. Specialized equipment, machines, or vehicles used: computer and motor vehicle

TRAINING REQUIREMENTS:

1. Orientation to YWCA Personnel Policies, Mission, Purpose and One Imperative.
2. Racial Justice Training
3. Orientation to Domestic Violence, Sexual Assault, Confidentiality, Mandatory Reporting.
4. Other appropriate training and in-service which will occur during employment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Vice President Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____

HR Signature: _____ **Date:** _____