

## YWCA Union County

### Job Description

This job description is a broad outline of the responsibilities and duties of the Overnight Shelter Advocate that will be amended as needed to meet the program priorities of the YWCA Union County and their ensuring work requirements. It should not be construed as a contract.

**JOB TITLE:** Overnight Shelter Advocate (Full Time, exempt)

**RESPONSIBLE TO:** Shelter Coordinator

#### **QUALIFICATIONS:**

Minimum two years of experience working with survivors of domestic violence and/or social service field; BA in related field. Case management experience preferred. Demonstrates strong communication skills, an ability to work independently and to manage crisis situations. Adequate oral, written and computer skills required. Bilingual/Bicultural preferred.

#### **GENERAL RESPONSIBILITIES:**

At the direction of the Shelter Coordinator, the Overnight Shelter Advocate carries responsibility of maintaining shelter program during weekend overnight coverage. Must have knowledge and sensitivity to problems of domestic violence, mental health, substance abuse and homelessness. Must have a strong commitment to women's empowerment and the eradication of racism.

- Responsible for overseeing shelter facility and clients during overnight weekend shifts.
- Reinforce program initiative by providing shelter clients with counseling, crisis intervention, activities, and workshops.
- Provide Shelter Coordinator, Shelter Advocates and Counselor with information on potential problems and assist in the development of solutions and/or innovative approaches to problems.
- Exhibit sensitivity and concern when interacting with shelter residents.
- Provide short-term case management, supportive counseling, crisis intervention as needed, advocacy, and referrals to clients who exit shelter.
- Provide and maintain adequate client records and reports.
- Responsible for helping to create an empowering living environment for shelter clients.

#### **SPECIFIC DUTIES:**

- Collaborate with shelter advocates to identify clients exiting shelter.
- Follow up with identified clients at least once a week by phone or via telehealth (see YWCA COVID-19 guidelines)

- Provide ongoing support to post-shelter clients for a 3-month period or as needed.
- Refer clients to YWCA internal programs providing counseling for survivor and children, workforce development, legal services and other needed services.
- Link clients to appropriate community resources for additional supports.
- Ongoing collaboration with community agencies to assure appropriate linkages are made.
- Answer the YWCA 24-hour domestic violence hotline and provides crisis counseling, information and referrals and shelter screening.
- Conduct emergency intakes with survivors seeking shelter.
- Assist advocates in providing shelter residents with information and advocacy as needed.
- Clearly document case management sessions, intakes, exits, incidents and observations.
- Maintain client files to assure all documentation is up to date.
- Complete monthly and quarterly reporting per grant requirements. Also assists advocates and management with other statistical data as needed.
- Assist advocates and management with the reporting of monthly in-house statistics.
- Supervise operational functions including meal preparation and chores. Works with residents to maintain neat, clean safe environment.
- Notify advocates and counselor of any unusual cases, irregularities, accidents, illnesses, or repairs.
- Conduct hourly shelter checks.
- Enter daily end of shift report into logbook for co-worker and supervisor review and follow up.
- Attend staff meetings, conferences and trainings as directed.
- Other duties and responsibilities as needed and directed by the Shelter Coordinator.