

**YWCA St. Joseph  
Victim Services Department**

<b>Job Title:</b>	<b>Domestic Violence Advocate</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Reports to:</b>	<b>Shelter Operations Coordinator</b>

**Job Purpose**

Provide trauma-informed services and support to individuals who are experiencing domestic violence, sexual violence and/or homelessness.

**Primary Duties and Responsibilities**

- Provide all services in accordance with a woman-defined, empowerment model.
- Answer crisis hotline calls and assist callers with crisis intervention, safety planning, information and referral.
- Provide crisis intervention, safety planning and/or assistance with completing ex-parte applications to walk-in victims of domestic and/or sexual violence.
- Complete intake paperwork and orientation for individuals presenting for emergency shelter services.
- Provide emotional support, crisis intervention, safety planning, information, education and advocacy to shelter residents.
- Provide assistance with issues related to group living.
- Assist residents with conflict resolution and mediate as needed.
- Maintain safety and security of residents and shelter facility.
- Enforce shelter guidelines and take corrective action as needed.
- Document all services provided and enter information into database in a timely manner.
- Maintain statistics and complete reports as assigned.
- Complete filing, data entry/stats and maintain resident records in collaboration with Data Services Specialist.
- Participate in team meetings, professional development activities and trainings as assigned.
- On-Call duties as assigned.
- Other related duties as assigned.

**Qualifications**

- Bachelor's degree in human services field or equivalent education and/or experience.
- Experience working in human services field preferred.
- Knowledge of domestic & sexual violence dynamics preferred.
- Basic computer skills required.
- Excellent interpersonal and communication skills.
- Ability to maintain confidentiality.
- Ability to relate well to diverse populations.
- Ability to work independently and as a team.

**Working Conditions**

- Full Time: Tuesday-Saturday 3pm-11pm
- Wage:\$12.98/hour
- Employee works in an office environment and is protected from weather conditions and contaminants.
- Some on-call responsibilities required on a rotating basis.

**Physical Requirements**

- Standing or sitting for long periods, bending, stooping and occasional lifting.
- Repetitive hand motion (such as typing)
- Ability, on a consistent basis, to perform activities requiring cooperation, instruction, persuasion or speaking with others
- Ability to communicate effectively in person and on the telephone with consumers
- Ability to monitor resident activities and security systems

**Competitive Salary and fringe benefits. YWCA St. Joseph is an equal opportunity employer. Women, minorities, people with disabilities and veterans are strongly encouraged to apply. \*EEO\* \*AAP\***