

**YWCA ENID
JOB DESCRIPTION**

Position/Title: Victim Advocate Classification: Non-Exempt FTE: 1
Supervisor: Women's Services Director Status: Hourly
Standard Hours: Mon - Fri, 12:00 a.m. – 8:00 a.m. and other hours as needed

Duties Include:

1. Support the YWCA Enid's mission, programs, and public image.
2. Comply with the YWCA's Personnel and Financial Policies and Procedures.
3. Provide crisis intervention, referral information and programmatic information to callers on the 24 hour crisis line.
4. Provide shelter residents with needed personal care items, food, bedding, etc. to meet their personal needs.
5. Provide shelter residents with crisis intervention and active listening as needed.
6. Provide victims with hospital, court and law enforcement advocacy, as needed.
7. Assist the shelter clients with transportation to needed services.
8. Work with shelter clients in accomplishing their empowerment plan goals and objectives.
9. Conduct intakes with new clients and gather information about their history and needs.
10. Give appropriate referral information for community resources to clients.
11. Assist clients in scheduling individual and group counseling appointments.
12. Maintain the security of the shelter.
13. Provide follow-up services to former clients, if possible and safe for the victim.
14. Maintain responsibility for the rules governing housecleaning and maintenance of the shelter.
15. Record all client services that you provide in client files, record daily notes and other required documentation as needed. Check client files for compliance of all entries.
16. Conduct periodic room checks.
17. Participate in the training of volunteers or new staff as needed.

18. Disseminate information regarding the program and services to other community programs and agencies.
19. Perform or arrange for the everyday upkeep of the shelter and assist in cleaning the shelter as needed.
20. Attend trainings and review current resources in order to gain more knowledge about domestic and sexual violence issues.
21. Attend crisis center and YWCA general staff meetings as scheduled.
22. Be available to assist victims at the courthouse as needed.
23. Provide victims with information on applying for Victim Compensation and assist them with completing the forms, if applicable.
24. Perform clerical duties as required or needed.
25. Work cooperatively with other staff on the client's service plan and other projects of the YWCA.
26. Represent the YWCA in a professional and courteous manner including appropriate and professional attire when working in the public.
27. Be responsible for keeping the crisis center office work area organized and clean.
28. Enter all program services in OVIS. Submit monthly program statistical reports to the Women's Services Director and Finance Director for monthly board reports and gather and report required statistics for other grant reporting requirements.
29. Consult with other staff for case management as needed to effectively serve the clients.
30. Report directly to the Women's Services Director who is the direct supervisor for this position.
31. Immediately report to the Women's Services Director in cases of client injury, unusual incidents, and any threats of a victim's safety.
32. Perform other duties as needed.

Skills Required:

Basic computer skills, telephone skills, dependability, ability to work with little supervision, being non-judgmental, ability to handle crisis situations in person and on the phone, ability to perform physical duties, strong organizational skills, ability to work with people from diverse backgrounds, ability to communicate effectively and working knowledge of community

resources. Must be flexible in working hours to assist shelter coverage as needed which could include holidays and other shifts. Must be able to maintain the confidentiality of clients' names and information. Must be able to work with staff cooperatively and as a team member. Must be able to use the internet and e-mail effectively. Must be able to respond in a responsible manner to emergency or crisis situations.

Educational Requirements:

One year full time employment or volunteer experience in a service related field or an equivalent combination of education, training and experience required. Must have an understanding of domestic and sexual violence issues. Must have a valid Oklahoma driver's license. Must pass an OSBI check.

This job description is a general guideline for this position. It is not an exclusive listing of tasks that may be required and does not constitute a contract for employment.