

Women in Safe Homes
JOB DESCRIPTION
ADULT ADVOCATE ON-CALL
NON EXEMPT
RANGE 4

SUPERVISOR: Assistant Shelter Manager

SUPERVISES: Non-Supervisory

Purpose of Position:

To assist in providing a safe place, advocacy and education for people impacted by domestic violence, sexual assault/abuse, stalking and to assist them as they explore their options in Southern Southeast Alaska.

Essential Functions:

To provide support, advocacy, education and resources to victims and survivors of domestic violence and sexual assault while maintaining a safe environment for women and children.

QUALIFICATIONS:

- High school diploma or equivalent; associate degree in related field preferred.
- Awareness and ability to work with victims of domestic violence, sexual assault and stalking.
- Knowledge of the dynamics of domestic violence and sexual assault.
- Ability and willingness to communicate and work well with victims and survivors from a variety of racial, cultural, and economic backgrounds, and with various religious beliefs, lifestyles, sexual orientations, age variance, and differing abilities.
- Awareness and ability to work with participants with substance abuse issues and/or mental illness.
- Awareness and ability to work with victims and survivors with physical and/or developmental disabilities.
- Ability to engage in and role model direct conflict resolution and mediation.
- Ability to work independently in a shelter environment with limited supervision while collaborating with the team.
- Ability to provide services to victims and survivors in a non-judgmental and empathetic manner.
- Ability to cope with stress and crisis in a calm manner.
- Ability to maintain accurate and up to date records.
- Willingness to adhere to WISH's Code of Ethics Statement and Confidentiality Policy.
- Ability to use various computer programs, answer business/crisis calls, operate copy and fax machines and other office equipment.
- Strong written and verbal communication skills.
- Strong knowledge of community resources, partnering agencies, and local culture.
- Ability to work varied shifts as assigned.
- Current First Aid/CPR certification or obtain within 30 days of employment.
- Current TB clearance.
- Must have and maintain a current Alaska driver's license and a clean driving record.
- Must pass a criminal history/background check.
- Preferred prior experience working in victim service program or social service agency providing direct service to families in crisis situations.

SPECIFIC JOB DUTIES:

- Develop and maintain a trusting and empowering relationship with the program participants while maintaining professional boundaries.
- Staff shelter, working one of several rotating shifts.
- Answer business/crisis telephone lines.
- Admit and discharge shelter participants.
- Conduct weekly meetings with participants to establish goals.
- Assist participants with referrals, information/education and in connecting with community resources.
- Promote safety planning for women and families by creating an individualized safety plan.
- Assist participants in obtaining basic necessities, such as food, housing, employment, etc.
- Accompany participants to critical appointments including court and provide transportation as needed.
- Assist and/or teach participants cooking/cleaning skills.
- Assist participants with filing protective orders and/or VCCB paperwork.
- Maintain up to date and accurate participant records, statistics and other agency required documents which include data for monthly and quarterly reports to meet grant requirements.

- Demonstrate the ability to engage in and role model direct conflict resolution and mediation.
- Attend and contribute in all mandatory staff meetings and training as well as actively participate in the training of new staff and volunteers as able.
- Demonstrate the ability to engage in ethical communication.
- Maintain up to date materials, relevant resources and community contacts.
- Advocate for individuals and facilitate group settings and support groups as needed.
- Advocate on behalf of program participants with community agencies.
- Contact Shelter Manager or designee with any unusual after-hours issues.
- Contact Shelter Manager or designee immediately for any SART call outs.
- After properly trained be able to respond to SART calls as needed.
- Work effectively as a member of a team and support all WISH programs.
- Assist in upkeep and safety of the shelter, including assigned housekeeping tasks.
- Assist with Universal and Standard Precautions and Hazardous Chemicals procedures and oversight.
- Assist with maintenance of first-aid kits, inventory and safety drills (fire and intruder) as requested.
- Must adhere to all WISH policies, procedures and protocols including confidentiality and code of ethics.
- Represent WISH at various community meetings as directed by the Shelter Manager or Executive Director as needed.
- Perform other duties as assigned.

QUALITY IMPROVEMENT/PROFESSIONAL DEVELOPMENT:

- Demonstrates flexibility in meeting staff needs of the agency.
- Takes personal responsibility for quality and quantity of work and is active in self-directed learning.
- Identifies concerns or problem areas for improvement in an appropriate manner with a focus on solutions and strategies for effective intervention.
- Observes requirements of leave policies and provides timely notification of illness, absence or tardiness.
- Remains knowledgeable of, complies with and provides documentation of required training and/or certification in appropriate field(s).
- Remain current on all Federal and Alaska state laws affecting victims of domestic violence, including but not limited to: confidentiality, child custody, divorce, Immigration/Naturalization, civil protective order process and court accompaniment with program participants.
- Remains current on state laws regarding Mandated Reporting to the Office of Children Services and Adult Protective Services.

RELATIONSHIP WITH OTHER PEOPLE:

- Cooperates and interacts with all WISH staff and volunteers and community service agencies with dignity and tact.
- Will not engage in intimate relationships with a person seeking or receiving services from WISH.
- Models nonviolent behavior and freedom from substance abuse.

CONFIDENTIALITY:

- Must adhere to all confidentiality requirements including but not limited to WISH's internal policies, requirements of local, state and federal law necessary to protect the safety, dignity and privacy of persons seeking or receiving services.

BACKGROUND CHECK:

- Position requires applicant to pass a FBI/State of Alaska criminal background check.

WORKING CONDITIONS:

- Fast paced office environment with moderate to loud noise and frequent, unscheduled interruptions.
- Periodic exposure to situations where individuals may be a danger to themselves or others.
- Occasional exposure to hazardous conditions (cigarette smoke, bodily fluids, spills, chemicals and cleaning agents, broken glass, etc.)
- Exposure to communicable diseases.

PHYSICAL REQUIREMENTS:

- Ability to walk, sit, climb stairs, stoop, and reach high places.
- Ability to use hands and wrists, fingers and grasping.

- Frequently uses speech, hearing, and sight abilities in exchanging information with clients, agency staff, employers, and representatives of community organizations.
- Occasionally lifts/carries up to 50 pounds in performing various duties.
- Frequent local or nationwide travel to multiple locations for off-site trainings and meetings.

WISH is an Equal Opportunity Employer.
 Alaska Natives, persons who are multi or bi-lingual and survivors of
 Domestic violence, child abuse, or sexual assaults are encouraged to apply.

ALL EMPLOYMENT WITH WISH IS AT WILL. WISH RESERVES THE RIGHT TO CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT

Adult Advocate Date

Shelter Manager Date

Executive Director Date