

sonoma county

the YWCA Sonoma County has devoted the past 35 years to serving the needs of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position:	Lead Advocate	Wage:	\$17.50-\$19.50
Department:	Domestic Violence Services	Pay Basis:	Hourly
Reports To:	DV Services Manager	FLSA Status:	Non-Exempt
Hours/Week:	40	Benefits:	Eligible at 1.0 FTE
Employment Status:	Regular Full-time		

Position Summary

The Lead Advocate provides program coordination and facility operations support to assist the Domestic Violence Services Manager. This position takes a lead role in overall coordination of service delivery including scheduling and training Safe House staff and interns, client intake and intervention, facility operations and acts as point of contact in the absence of the Domestic Violence Services (DVS) Manager. The Lead Advocate must be available to be on a rotating on-call, and be responsive to phone calls and to immediate law enforcement advocate request.

Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. Competent performance of all essential tasks is critical to the continued employment of the employee in this position.

Training and Operations

- Oversees the day to day operations of the Safe House & team. Assists the DVS Manager in scheduling full and part-time Safe House Advocate staff and interns. Maintains hotline calendar, assists with on call schedule, and participates in the on call rotation.
- Provides in-depth and ongoing training for Safe House positions including hotline, screening and intake, safe house procedures, referrals and other YWCA services. In collaboration with DVS Manager, revises and updates procedure manuals, tracking tools and forms.
- Assist with ongoing policy and procedure update and creation.
- Provides information and referrals, assistance and advocacy in accessing support services. Develops, utilizes and coordinates departmental and community resources to meet client needs and distributes to DVS Advocacy staff.
- Facilitates or assists with the running of groups for survivors of domestic or family violence to help them learn about/acknowledge abuse and build skills to take appropriate action.

Advocacy/Case Management

- Provides advocacy interventions and may take a lead role regarding crisis situations such as substance abuse, medical illness or mental health involving clients. Assists advocates with client caseload, 24-hr. hotline, on-call duties or client transportation, as needed.
- Responsible for screening of potential Safe House clients determining appropriateness and safety of their participation in conjunction with supervisor. Performs intake, on-going assessment, and develops individualized, goal-oriented service plans to enhance safety, stability and self-sufficiency for families and individuals.
- Responsible for case management and records of assigned clients, including completion of weekly, monthly and annual reports, maintaining current client data, documenting all contact with clients, and providing accurate narrative and statistical reports in a timely manner.

Facilities

- Under the direction of the DVS Manager and Chief Financial Officer, assists in coordinating routine maintenance of Safe House including, but not limited to, plumbing, electrical systems, alarm systems,

communication systems, interior and exterior structures and appearance, landscaping, furnishings, etc. Works with vendor services for maintenance as needed.

- Assists DVS Manager on compliance issues with regulatory agencies including permits and safety inspections as well as facility and van maintenance schedules. Tracks shelter supply needs, request funds and assigns staff or volunteers to procure items.

Performs other duties as requested.

Organizational Culture:

Commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Key Behavioral Traits

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.
- **Organizational Culture:** A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Prerequisite Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position:

- Any combination of education, training and experience that would provide the opportunity to acquire the knowledge, skills and abilities above.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele and community population via telephone and in person.
- Two years work or volunteer experience in a human services setting preferred.
- One year experience coordinating staff activities in a human services setting preferred
- High school diploma or equivalent.
- Prior to employment, must pass pre-employment physical, TB test and drug screen.
- Prior to employment, must obtain DOJ & FBI fingerprint clearance.
- Ability to pass agency and requisite law enforcement criminal background checks.
- Valid driver's license, current auto insurance, ability to transport self to job-related events and education locations.
- Willingness to be "on-call", work nights, holidays and/or weekends.

Knowledge & Skills:

- Knowledge of or ability to acquire knowledge of basic principles of public safety for domestic violence
- Knowledge of or ability to acquire knowledge of the legal system as it applies to Protection Orders (Emergency Protective and Criminal Protection) and Temporary and Permanent Restraining Orders and enforcement.
- Standard English usage, spelling, grammar and punctuation
- Basic arithmetic computation and computer skills
- Universal Precautions and other safe work practices

Post-Hire Requirements

- Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval, however the next available class must be attended and successfully completed to continue the employment relationship.

Supplemental Qualifications

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Proficiency in another language other than English, specifically, Spanish or other locally significant languages
- Bachelor's Degree in a related field.

- Experience as group facilitator, crisis intervention and/or social work.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 35 pounds
- Movement within office environment including up and down three flights of stairs
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, computer use, reading and to potentially supervise children in a variety of activities
- Ability to sit and stand for extended periods of time
- Ability to walk, run, move, squat, stoop, bend, twist, turn, push, pull and reach in interactions with children

TO APPLY: Submit Resume & Cover Letter to jprovost@ywcasc.org with “Lead Advocate” in subject line.

Thank you for your interest in employment with the YWCA. We may be unable to respond to every individual submission due to a high volume of applicants. Please do not telephone. Applicants who do not follow the application procedure are immediately disqualified.