



YWCA Hanover Job Description

Job Title: Supervising Client Advocate- Adams County Office

Department: Safe Home

Reports To: Assistant Director and/or Director of Safe Home

FLSA: Exempt

Grade: 6

Date: 9/25/2020

Summary: YWCA Safe Home is a 501(c)(3) non-profit dedicated to providing direct services to victims of domestic violence and human trafficking in Adams and York Counties. Safe Home strives to empower clients to achieve their self-defined goals and to support their ability to obtain and maintain their personal safety. The Supervising Client Advocate will participate in the overall management of a comprehensive program for victims of domestic violence in our Gettysburg office, including the direct supervision of three or more client advocates.

Essential Duties and Responsibilities:

1. Supervision of client advocates located in Adams County location, including:
 - a. Managing office workflow and advocate work products, delegating assignments and responsibilities, and maintaining advocate schedule to ensure appropriate office coverage;
 - b. Assessing work performance and identifying areas that need improvement;
 - c. Reporting performance records and evaluations to HR and senior management;
 - d. Maintaining personnel files;
 - e. Setting goals for employees and ensuring employees comply with organizational policies and mission;
 - f. Monitoring and ensuring that advocates meet initial and yearly training requirements; and
 - g. Approving time off and leave requests.
2. Coordinate with the Supervising Client Advocate for Safe Home's Hanover office to ensure cohesive implementation of organizational goals, policies and procedures across office locations.
3. Provide coverage and back-up for Supervising Client Advocate in Hanover.
4. Oversee and monitor all on-call and after-hour services.
5. Conduct client intake and follow-up interviews.
6. Provide culturally competent and trauma-informed services to clients.

7. Maintain client files.
8. Attend weekly client case review and other agency related meetings when necessary.
9. Work collaboratively with Safe Home employees and partnering agencies for client services/ referrals.
10. Provide support, accompaniment and advocacy through the court system. Serve as a liaison with the legal system (i.e. attorneys, magistrates, police, probation, and judges).
11. Develop and maintain a thorough understanding of Protection from Abuse (PFAs) orders and the enforcement of such.
12. Respond to community educational requests and participate in community education through public speaking as a Safe Home Representative and advocate.
13. Responsible for co-planning, facilitating, and monitoring domestic violence events to include, but not limited to, Walk a Mile and Domestic Violence Awareness month.
14. Prepare monthly statistical, narrative and other reports as directed.
15. Attend all events, meetings, and community events as deemed appropriate by Assistant Director/Program Director/Executive Director.
16. Other assigned duties related to VOCA funding, PCADV funding, or YWCA Hanover Management.

Education and Experience: Bachelor's Degree in human services, management, office administration, or other related discipline, and/or 3-5 years experience managing/supervising professionals. Completion of the Pennsylvania Coalition Against Domestic Violence (PCADV) training. Completion of ongoing training and continuing education as needed.

Job Knowledge, Skills, Abilities, and Competencies:

1. Must have demonstrated ability to organize and maintain a professional, respectful, and diverse workplace environment.
2. Must be well organized and adept at staff management, record keeping, and time management.
3. Complete and maintain required documentation in Efforts to Outcome (ETO) software, paper files, and internal databases.
4. Must be an effective written and verbal communicator.
5. Proficient in the use of Microsoft Office products, including Excel, Word, and PowerPoint.
6. Must be familiar with community resources and knowledgeable about options available to victims and survivors of domestic violence, human trafficking, and sexual assault.
7. Must possess basic knowledge of domestic violence, sexual assault, human trafficking, and other serious crimes and their impact on victims.
8. Requires ability to maintain confidentiality, and to make appropriate decisions in crisis situations.
9. Upon hire, must pass criminal background check.
10. Must possess valid driver's license and have access to reliable transportation.
11. Must be available to cover evening and weekend hours for 24-hour crisis hotline.

Physical Requirements:

1. Ability to sit for extended periods of time.

2. May require driving in inclement weather.
3. Ability to lift, push or pull up to 40 pounds.
4. Frequent standing, sitting, and walking.
5. Ability to use office equipment and tools.
6. May be required to meet clients after hours at office locations, hospitals, police stations, etc.

The duties, responsibilities, skills, abilities, competencies and job knowledge listed within are not intended to be an exhaustive list for this position. They are intended to be exemplary of the level and complexity of work generally performed by a person in this job. They may be changed due to the evolution of the position or to reflect the special abilities or disabilities of the person in the position.