



YWCA Hanover Job Description

Job Title: Client Advocate
Department: Safe Home
Reports to: Case Manager/Supervisor
FLSA: Non-Exempt
Grade: 6
Date: September 2020

Summary

The Client Advocate provides direct services to victims/survivors of domestic violence and human trafficking. YWCA Safe Home is a 501(c)(3) non-profit dedicated to empowering clients to achieve self-defined goals that will support their ability to obtain and maintain their personal safety and wellbeing. The Client Advocate will assist clients with a variety of services, including, but not limited to safety planning, 24-hour hotline assistance, trauma informed counseling and advocacy, filing of Protection from Abuse petitions, and supporting clients' ability to obtain and maintain safe housing. Additionally, the Client Advocate will coordinate with Safe Home staff on a variety of matters, including community outreach projects and collaborative direct services, and must be able to contribute, communicate effectively, and work well in a group setting. The Client Advocate is a mandated reporter of suspected child abuse as defined by PA Child Protective Services Law. The position is full-time and will require some weekends and evening hours.

Essential Duties and Responsibilities

1. Ensure that clients receive appropriate referrals, emergency housing, options counseling, transportation, and legal advocacy through direct service and a team approach with all Safe Home advocates and volunteers.
2. Participate in training of new staff and volunteers to the Safe Home Program in accordance with PCADV directives.
3. Maintain accurate and complete records of hotline calls, in person options counseling, legal proceedings, referrals, emergency housing, transportation, meetings, training

sessions, and speaking engagements. Ensure internal records compliance with both Safe Home and funder guidelines.

4. May be responsible for facilitation of support group.
5. Responsible for on call rotation as scheduled. This would be answering hotline calls as scheduled after business hours, holidays, and when Safe Home is closed. Also, responsible for meeting clients for direct services at hospitals, police stations, or Safe Home offices in response to hotline calls.
6. Responsible for in depth client interviews, gathering and organizing information and keeping statistical data, and entering data into internal databases and spreadsheets as required. Provide transportation for emergency shelter or emergency PFA as needed.
7. Provide trauma informed support, accompaniment, and advocacy through the court system. Serve as a liaison with the legal system, (i.e. attorneys, magistrates, police, probation, and judges.)
8. Develop and maintain a thorough understanding of PFAs (Protection from Abuse) orders and the enforcement of such.
9. Develop and maintain a thorough understanding of Human Trafficking and its impact on the communities of Adams and York County, including providing direct services to Human Trafficking victims and community outreach.
10. Attend all necessary and appropriate meetings, seminars, and symposiums geared to increase effective client services and provide instruction about domestic violence issues as directed by the Safe Home Director. Submit memorandums to the Safe Home Director and staff to share information insuring an effective, current, organized approach to the operation of Safe Home.
11. Participate in community education through public speaking as a Safe Home representative as directed by a supervisory staff member.
12. Perform other eligible grant duties as assigned by a supervisory staff member.

Education and Experience

1. Bachelor's Degree in Social Work, Human Services, or a related field and/or equivalent experience.
2. Must have knowledge of domestic violence, sexual assault, human trafficking, and other serious crimes and their impact on victims.
3. Must have demonstrated ability to counsel individuals in crisis.
4. Must be familiar with community resources and knowledgeable about options available to victims and survivors of domestic violence and sexual assault.
5. Upon hire, must complete the Pennsylvania Coalition Against Domestic Violence (PCADV) training as well as training specific to housing stability.
6. Must have valid Driver's License.

Job Knowledge, Skills, Abilities and Competencies

1. Shows respect and sensitivity for cultural differences. Treats people with respect; Works with integrity and ethically; upholds organizational values.
2. Approaches others in a tactful manner and remains calm under pressure.
3. Observes safety and security procedures, maintains and adheres to program confidentiality policies and procedures.
4. Adapts to changes in the work environment.
5. Must possess excellent communication skills and be computer literate.
6. Must be well organized and adept at case management, record keeping, and time management.

Physical Requirements

1. May require driving in inclement weather.
2. Ability to use office equipment and tools

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.

Approvals

Supervisor Signature

Date

Human Resource Signature

Date

Employee Signature

Date