

**YWCA Hanover
Job Description**

Job Title: Client Advocate

Revision Date: April 2021

Full time **Part time**

Shift: Varies

Hours of Work: 40 hours/week plus, on call

Department Name: Safe Home

Department Number:

Reports To:

To be completed by the Human Resources Department:

FLSA Status: Exempt Non-Exempt

Classification:

Grade Level:

POSITION SUMMARY

The Client Advocate provides direct services to victims/survivors of domestic violence and human trafficking. YWCA Safe Home is a 501c (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. General duties include: crisis intervention, legal advocacy and accompaniment, medical accompaniment, individual advocacy, safety and goal planning, referral to/collaboration with other community resources, systems advocacy, 24-hour hotline assistance, options counseling, and filing of Protection from Abuse petitions. Additionally, the Client Advocate must be able to contribute, communicate effectively, and work well in a group setting to facilitate collaborative and trauma-informed direct client services. The Client Advocate is a mandated reporter of suspected child abuse as defined by PA Child Protective Services Law.

ESSENTIAL REQUIREMENTS

1. Bachelor's Degree in Social Work, Human Services, or a related field and/or equivalent experience in providing direct client services in a human services or non-profit setting. A combination of education and experience may be considered.
2. One to two years' working knowledge of domestic violence, sexual assault, human trafficking, and other serious crimes and their impact on victims, preferred. A combination of education and experience may be considered.
3. Successful completion of the Pennsylvania Coalition Against Domestic Violence (PCADV) training and program orientation within an established timeframe, post hire.
4. Must pass criminal background check(s).
5. Must have valid Driver's License and have access to reliable transportation.
6. Must travel in inclement weather, as needed.
7. Must be able to travel between work locations, as needed.
8. Must be able to maintain a flexible schedule to meet agency needs, including, but not limited to, working different shifts, and covering evening, weekend, and holiday hours for 24-hour crisis hotline.
9. Must be well organized and adaptable to changes in daily schedules and the work environment.
10. Responsible for on-call rotation of nights, weekends, and holidays, as scheduled
11. Must have demonstrated ability to work in a professional, respectful, and diverse workplace environment.
12. Maintain professional working relationships with people of differing backgrounds, ages, maturity, abilities, races, colors, creeds, genders, ancestry, national origin, marital status, sexual orientation, religion, socio-economic status, and experiences.
13. Must be an effective written and verbal communicator, and able to draft documents in a clear and concise manner free of grammatical or other mistakes.
14. Requires ability to maintain confidentiality, and to make appropriate decisions in crisis situations.
15. Proficient in the use of Microsoft Office products, including Excel, Word, Outlook, and PowerPoint.
16. Must be able to keep necessary documentation, both written and computerized as required, including client services, case notes, safety/goal plans, referrals, time entry, mileage, and expenses.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide culturally competent and trauma-informed direct services to victims of domestic violence and human trafficking, including collaborating with Safe Home staff and volunteers to ensure a comprehensive and holistic approach to client services.
2. Ensure that clients receive appropriate and accurate information and referrals, emergency housing, options counseling, transportation, safety planning, goal planning, legal and medical accompaniment, and individual, legal, and systems advocacy.
3. Model trauma-informed care standards for clients and the community.
4. Conduct in depth client intake and follow-up interviews.
5. Maintain accurate and complete records of hotline calls, in person options counseling, legal proceedings, safety planning, goal planning, referrals, emergency housing, transportation, meetings, training sessions, and speaking engagements in compliance with both Safe Home internal policies and funder guidelines.
6. May be responsible for facilitation of support group.
7. Responsible for on call rotation as scheduled, including after hours, weekends, holidays, and office closures.
8. Provide mobilized advocacy services by either transporting clients or traveling to off-site venues to offer victim services.
9. 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.)
10. Develop and maintain a thorough understanding of PFAs (Protection from Abuse) orders and the enforcement of such.
11. 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.
12. Attend all necessary and appropriate meetings, seminars, and trainings geared to increase effective client services and provide instruction about domestic violence issues as assigned.
13. Participate in community education through public speaking as a Safe Home representative and advocate as assigned.
14. Develop and maintain good working relationships with other social service providers to assist in inter agency referrals.
15. Participate in domestic violence and human trafficking outreach and awareness events as assigned.
16. Attend all program mandated professional development events, including meeting all continuing education requirements.
17. Demonstrate strong crisis management and de-escalation skills.
18. Must have demonstrated ability to counsel and communicate in a tactful and appropriate manner with traumatized individuals.
19. Must be familiar with community resources and knowledgeable about options available to victims and survivors of domestic violence and human trafficking.

ESSENTIAL PHYSICAL AND MENTAL JOB REQUIREMENTS

The following items apply to the essential job functions of the job title listed above. This list is used as a guide only and is not an exhaustive or comprehensive list.

1. Following Directions

- Full Understanding of Both Written and Verbal Instructions Required
- Understanding of Verbal Instructions Only Required
- Understanding of Written Instructions Only Required

2. Communication - English

- Excellent Verbal Communication Skills Necessary
- Basic Verbal Communication Skills Necessary
- Limited or No Verbal Communication Skills Necessary

3. Functional Reading - English

- Fluent Reading
- Recognition of Signs/Symbols
- Simple Reading
- No Reading Skills Required

4. Hearing

- Ability to Hear Required
- Limited Hearing
- Hearing Not Required

5. Seeing

- 20/20 Vision with Corrective Eyewear
- Limited Vision
- Vision Not Required

6. Functional Math

- Complex Computational Skills (Accounting and Financial Skills)
- Simple Computational Skills (Add, Subtract, Multiply, Divide, Percentages)
- Simple Counting Skills
- No Mathematical Skills Needed

7. Time

- Must Tell Time to the Minute
- Must Recognize Specific Times (Arrival, Departure, Breaks, Lunch)

8. Orientation (Familiarity with Surroundings)

- Several Blocks From Building
- Building Only
- Work Area
- Room Only

9. Mobility Skills

- Mobility Within the Building
- Mobility Within a Four-Block Radius
- Driving Required

10. Sitting

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

11. Standing

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

12. Bending

- Knees and Waist
- Waist Only
- Knees Only
- No Bending Required

13. Lifting

- Greater than 30 lbs.
- 10 - 30 lbs.
- Less than 10 lbs.
- No Lifting Required

14. Reaching

- Greater than 6 Feet
- 2 - 6 Feet
- Less than 2 Feet
- Reaching Required

15. Reasoning Ability

- Must be able to maintain composure under stressful and/or emotional situations

16. Work Environment

- Must be able to maintain composure under stressful and/or emotional situations
- The noise level in this work environment is: **Moderate**

The work environment characteristics described within are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities as described within the Americans with Disabilities Act of 1990 to perform the essential functions of this position.