



Volunteer Shelter Relief Advocate

Organization

The YWCA is the oldest and largest women's organization in the world. Our mission at the YWCA: eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. Since 1913 the YWCA of Spokane has served as a source of strength for women and children in the Spokane community. The YWCA of Spokane's three umbrella programs include the Alternatives to Domestic Violence Program, the Women's Opportunity Center and Children's Services which includes Child Advocacy and the Early Childhood Education and Assistance Program. For more information please visit www.ywcaspokane.org

Position Summary

YWCA Spokane's Safe Shelter seeks a responsible individual to serve as a Relief Shelter Advocate. Primary job duties are to provide crisis intervention, support services, and advocacy to victims and children of domestic violence in a confidential, residential setting. Position is on a volunteer basis and is unpaid.

Responsibilities

This position may be assigned some or all of the following responsibilities:

- Serve as a relief domestic violence advocate at a shelter facility for victims of domestic violence and their children
- Provide supportive listening, crisis intervention, safety planning and client advocacy services
- Provide support services as requested
- Encouraged to participate in staff meetings, reviewing cases and providing input designing to improve level of service
- Maintain client files, in accordance with the YWCA standards and standards established by various funding agencies, and document all referrals and instruction; records are to be reviewed for completeness
- Support quality assurance and evaluation of services as required
- Observe all program requirements for confidentiality and privilege communication
- Perform intakes of clients when they enter the shelter which includes explaining the shelter rules and guidelines
- Provide a healthy environment for women and children at the shelter by ensuring that all clients understand and adhere to the shelter's rules and guidelines
- Supervise resident's household tasks, distributing food, clothing, linens and personal items to shelter clients
- Maintain shelter security and contact emergency personnel as needed
- Attend appropriate YWCA and community meetings, attend training sessions on group facilitation and other relevant issues
- Responsible for 24 hour crisis/referral hotline which includes performing screenings to determine eligibility of clients who want access to the shelter
- Performs all other duties as assigned by Supervisor

Position Qualifications

To perform the job successfully, an individual should demonstrate the following competencies:

- A demonstrated interest in issues surrounding domestic violence and other topics relating to women and children from diverse backgrounds
- The ability to manage difficult or emotional client situations
- The ability to maintain professional boundaries when working with families and children so as to remain as open and objective as possible
- The ability to maintain the confidentiality of all client/co-worker/organizational business
- A respect and sensitivity for cultural differences, and a desire to promote a harassment-free environment
- Support of YWCA Spokane's goals and values; dress and conduct in accordance with the YWCA Mission and Vision
- Survivors of Domestic Violence are encouraged to apply

Position Opportunities

- Make an impact in the lives of women and children in your community
- Work within a passionate, diverse team of YWCA staff and volunteers
- Gain knowledge and understanding about domestic violence
- Receive 40 hours of unpaid Domestic Violence Advocate training, which will take place on weekends

Position Expectations

12 – 18 hours per week including overnight shifts; minimum one year commitment

Position is **unpaid**

How to Apply

Please email resume and cover letter to volunteer@ywcaspokane.org

No calls please