



Job Title: **Shelter Advocate**
FLSA Status: Non-exempt
Status: P/T
Reports to: Associate Director

Job Code:
Job Grade:
Department: Victim Services Shelter
Revision Date: 12/14/2016

Position Overview

Working under the supervision of the Associate Director, the Shelter Advocate has primary, over-all responsibility for the smooth operation of the Dubuque Community YMCA/YWCA Victim Services Shelter after regular weekday hours. Training is provided.

Essential Functions:

- Maintain and provide the security needed by clients.
- Maintain confidentiality and boundaries as described in staff policies.
- Answer all Hot Line calls.
- Provide new client orientation.
- Provide crisis intervention and after crisis support to clients as needed.
- Keep and maintain neat, accurate and up-to-date records and statistics on all aspects of services.
- Prepare bedrooms for new incoming clients.
- Assist in housekeeping needs throughout building including food preparation and tracking food/ supply inventory.
- Assist in yard work, snow removal, walkway de-icing as needed.
- Cover all shifts as assigned.
- Other duties as assigned.

Requirements:

- Must be a high school graduate. Associates Degree in Social Services or related field or working toward a Bachelor's Degree a plus. Previous experience in a shelter environment desired but not required.
- Working knowledge of the effects of domestic violence on others.
- Good communication and listening skills.
- Ability to work with a diverse population under a variety of situations.
- Must have a valid driver's license and insurance.
- Must maintain blood borne pathogen, First Aid, and CPR certifications.
- Able to bend and lift 25 pounds.
- Commitment to the mission and vision of the Dubuque Community YMCA/YWCA.
- Clear background check and positive professional references.