

# **Domestic Violence Services**

## **OF BENTON & FRANKLIN COUNTIES**

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### **JOB DESCRIPTION**

#### **DOMESTIC VIOLENCE SHELTER ADVOCATE - BI-LINGUAL**

**CLASSIFICATION:** Non-Exempt

**HOURS:** Full-Time: 36-40 hours per week

**SUMMARY:** Provide advocacy, support and crisis intervention to victims of domestic violence, specifically mono-lingual Spanish-speaking victims in the shelter environment and via the crisis line.

**MINIMUM QUALIFICATION:** Bi-lingual Spanish. Must be 18 years of age or older. Must have high school diploma or equivalent. Must have and maintain current and valid drivers license and auto insurance (100/300 coverage).

**PREFERRED QUALIFICATION:** One year working with domestic violence victims or in related crisis or social services field. Survivor of domestic violence.

**EDUCATION AND TRAINING:** 20-hours initial advocacy training required (provided by employer). 30-hours of on-going training per year.

**ESSENTIAL DUTIES AND RESPONSIBILITIES of this position include, but are not limited, to the following:**

1. Providing advocacy based counseling; using knowledge of domestic violence, safety planning, and empowerment as required by WAC 388-61A-01475.
2. Implement crisis intervention and problem solving techniques.
3. Provide information on all DVS programs.
4. Acting as a liaison between client and community resources and services (including employment, housing, shelter services, health care, victim compensation, etc.).
5. Maintain paperwork, documentation and reports.
6. Participate in staffing meetings and trainings.
7. Assist with facilities upkeep, cleanliness, and maintenance, as needed.
8. Clerical and administrative duties may include answering business calls on a multi-line telephone system; knowledge of and experience with copy machines, faxes, computers, printers, etc.; statistical data entry; and other similar tasks and duties as assigned.
9. Must be able to operate a motor vehicle.

#### **LANGUAGE SKILLS/MATHEMATICAL SKILLS/REASONING ABILITY:**

Ability to read and understand documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to and willingness to learn to write routine reports and correspondence. The ability to apply common sense understanding to carry out instructions furnished in written and/or oral form and the ability to effectively present information and respond to questions from managers and program participants.

## **COMPETENCIES AND OTHER SKILLS AND ABILITIES:**

1. Ability to communicate and work effectively with sensitivity and tact, with all people regardless of race, gender, disability, religion, sexual orientation, national origin and other types of cultural differences.
2. The ability to work with little to no supervision.
3. The ability to organize, multi-task, and schedule time effectively
4. The ability to manage stress in crisis environment.
5. The ability to be flexible in scheduling of hours to include evenings, weekends, and holidays.
6. The ability to operate a computer to create documents and use e-mail.
7. The ability to operate office equipment including multi-line phone system, security panels, and fire systems.

## **PHYSICAL DEMANDS:**

This position requires that the employee frequently, 2/3 or more of the time, stand, walk, reach, stretch, turn, twist, hear, speak, and move through restricted areas. This position also requires that the employee frequently lift and/or move objects weighing up to, and possibly, in excess of 50 pounds. The position includes frequent trips up and down various stairways, sometimes carrying objects. In addition, preparing and cleaning shelter areas requires moving furniture, flipping mattresses, the use of strong cleaning products, frequent contact with client's personal belongings (potentially unhygienic). There is potential exposure to blood-borne pathogens. This position requires close, distant and peripheral vision to check monitors, hallways, stairwells, etc. and to complete paperwork, data entry and computer work.

## **WORK ENVIRONMENT:**

Over 80% of the work is performed in an indoor setting. There is possible exposure to communicable diseases, violent acts and/or people. The noise level can range from moderate to loud. Potential exposure to injury because of combative clients or other inherent dangers.

## **DUTIES SPECIFIC TO THIS POSITION:**

The purpose of any Shelter Advocate position is to:

- Provide advocacy according to WAC 388-61A-01475, including safety planning and providing comprehensive resources and referrals.
- Complete client intakes, exits and case-management.
- Answer crisis line.
- Meet program reporting requirements. Data should be entered into InfoNet on a weekly basis, and at a minimum must be entered into InfoNet **within five calendar days after the end of each month.**
- Screen, collect, sort, organize and store donations, food and supplies.
- Maintain cleanliness of shelter, storage and staff areas, including but not limited to shelter van, yard areas, kennels, desk space, staff refrigerator, and staff bathroom.
- Perform necessary repairs/clean-up (i.e. unplug clogged drains, change light bulbs and vacuum bags).

**ADDITIONAL DUTIES:**

- After hours on-call duties, as scheduled.
- Facilitate support groups, as needed.
- Any and all other duties and tasks as assigned.

**PAY/BENEFITS:** \$11-12.00/ hr. Medical Coverage, including vision. Sick/Vacation/Holiday pay.

**PLEASE MAIL OR FAX RESUME & COVERLETTER TO:**

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