

THE WILLOW DOMESTIC VIOLENCE CENTER

“Building safer communities through shelter, services, and support to survivors of domestic violence and human trafficking in Douglas, Franklin, and Jefferson Counties.”

Overnight Shelter Advocate/Database Supervisor

POSITION RESPONSIBILITIES

A Willow Domestic Violence Center position focused on delivering domestic violence and human trafficking information and direct service to survivors, providing educational opportunities and services to children and families residing in the shelter and the community at large, and maintaining accurate and consistent records within the agency database. All services will be delivered in a positive cultural environment focused on survivor empowerment, staff collaboration, and communication.

FLSA CLASSIFICATION: Full-Time, Non-Exempt (Hourly, not eligible for overtime)

Reports to the Shelter Manager

ESSENTIAL FUNCTIONS:

SERVICE DELIVERY

- A. Answers hotline, completes intakes with survivors and children, engages survivors in conversation at check-ins to ensure planning and goal setting are being completed, and maintains a high-level of survivor empowerment.
- B. Maintains resident files, individual meeting tracking, exit surveys, referrals, and documentation of all communications related to the survivor. Ensures that these documents are entered into our database in a timely manner, and builds and information and database plan, which provides information of great quality in a timely manner.
- C. Collaborate with partner agencies and interagency programs to reduce barriers for participants seeking safe housing.
- D. Review log and agency emails and respond to questions regarding database administration, respond to and assist Shelter Manager with shelter communication and projects. Communicate regularly with survivors when possible, including ensuring surveys are completed upon exit from the shelter.
- E. Attend shelter meetings and required staff trainings. Maintain a positive attitude and communicate shelter policies and responsibilities when assisting survivors and staff. Respond quickly and professionally to email and phone queries from survivors and staff. Adhere to work schedule and notify supervisor in advance of any flextime or requested time off.
- F. Build and maintain a strong working knowledge of shelter policy and procedures, as well as being able to refer survivors to organizations, which may be able to help them moving forward. Maintain a working knowledge of resources, and be able to disseminate Crime Victim's rights information and assist in filling out the application.
- G. Supervise Overnight Advocate to ensure Overnight Program efficacy.
- H. Participate in the On Call rotation and cover the hotline and/or respond to shelter when emergencies arise.

TEAMWORK & COMMUNICATION

- A. Adhere to assigned work schedule and notify supervisor of any flex in schedule or leave time.
- B. Collaborate with team members to ensure positive communication, teamwork, empowerment, and program integrity.
- C. Provide direct and positive communication to fellow staff and community partners to ensure program participant needs are met in a timely manner.
- D. Develop and maintain respectful relationships with appropriate community partners, including conducting follow-up communication in a timely manner.
- E. Attend and participate in assigned agency meetings.

EDUCATION & EMPOWERMENT

- A. Maintain a working knowledge of resources and services in order to assist other staff and volunteers in the referral process.
- B. Disseminate crime victims' rights information to survivors and assist with compensation applications as requested.
- C. Assist in creating a positive cultural environment of personal leadership, communication, and teamwork.
- D. Deliver services in a culture and environment of survivor and personal empowerment.

QUALIFICATIONS, SKILLS and ABILITIES:

- Associate's degree in Human Services or related field, or equivalent experience.
- Minimum one year experience in human services and/or not-for-profit organization.
- Knowledge and understanding of domestic violence and child abuse and neglect issues and trends preferred.
- Knowledge of service area resources preferred (Douglas, Jefferson, and Franklin Counties).
- Knowledge of computer/internet programs to include Word, Excel, and Google apps.
- Experience working with diverse people and groups.
- Experience maintaining personal/professional boundaries and managing stress constructively.
- Excellent oral, written, and interpersonal communication skills.
- Strong organizational, analytical, and problem-solving skills; ability to handle multiple priorities.
- Express commitment to the empowerment of survivors of domestic violence.
- Possess valid Kansas driver's license, access to reliable transportation, & proof of current liability insurance.

PHYSICAL DEMANDS:

- Convey detailed and/or important instructions or ideas accurately, audibly, and quickly.
- Hear average or normal conversations and receive ordinary information.
- Manual dexterity and able to use wrists, hands and/or fingers in repetitive motion.
- Prepare and/or inspect documents and communications on computer or on paper.
- Sitting for extended periods of time.

The job description does not state or imply that these are the only activities to be performed by the employee holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. An individual seeking an accommodation should contact the Executive Director. However, no accommodations will be made that may pose serious health or safety risks to the employee or others or that impose undue hardships on the organization.

Wages are determined by the scope of the position and the experience of the incumbent. Information on wages and any available benefits (such as vacation, paid sick leave, holiday pay, health insurance, etc.) attributed to this position will be discussed separately.

Job descriptions are not intended to be and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law. As stated in The Willow's Personnel Policies—"All newly hired staff will be on probationary status during first 6 months of employment or until the initial evaluation is completed and permanent status is recommended."

I, Overnight Advocate/Database Supervisor, am responsible for actively working toward and documenting all grant objectives associated with this position. Many of those responsibilities are outlined in the above "Essential Functions," but I understand that my supervisor will review the specific grant goals tied to this position's funding, as well as the position's specific Outcomes and Expectations (individual documents) as a part of on-going employment process.

Employee (Print Name)

Employee Signature

Date

Supervisor (Print Name)

Supervisor Signature

Date