

1111 SW 10th Avenue, Portland, OR 97205
Telephone (503) 294-7470: Fax (503) 294-7399, www.ywca-pdx.org
Email: Employment @ ywca-pdx.org

Job Opening Announcement

POSITION TITLE: ON CALL SHELTER ADVOCATE –GRAVEYARD SHIFT

REPORTS TO: DV SERVICES MANAGER

APPLICATION CLOSURE DATE: UNTIL FILLED

A YWCA job application form is required, please. Resumes are welcomed but are not accepted in place of the YWCA job application form. Application forms are available at 1111 SW 10th Avenue, Portland, OR 97205 or www.ywca-pdx.org. Click on “Employment”.

Job Summary:

Provide 24/7 crisis line assistance and orientation of pre-screened survivors entering shelter. Provide support to case managers, and supervision and support to residents. Promote self-efficacy and self-sufficiency through role modeling. Have general responsibility for monitoring, crisis intervention, rules, procedures, facility operations and routine maintenance. Function as a team member with other staff. This position provides coverage for regular Shelter Advocates’ absences. Performance should be similar to regular Shelter Advocates except where duties are omitted and with a lower standard of expectations commensurate with an on-call position.

PRIMARY RESPONSIBILITIES:

- Answer crisis line, assess need for service, and provide information and resource referral as appropriate.
- When space is available, conduct phone screening for intake, determine eligibility, and schedule shelter admission when appropriate.
- Do complete orientation with new residents including but not limited to: giving tour of facility, instructing on emergency evacuation procedures, issuing supplies, etc.
- Report on compliance of residents to program rules.
- As part of team, provide support pursuant to resident’s Safety Plan and Weekly Targets.
- Use best practices, including but not limited to reflective listening, motivational interviewing, strength-based learning, to assist residents in meeting goals.
- Conduct urine collection from residents in accordance with Yolanda House procedures.
- Instruct residents in community responsibilities and encourage community good citizenship.
- Assist with room inspections and searches as authorized by protocols.
- Conduct shelter counts and periodic safety checks.
- Conduct facility safety and sanitation checks throughout shift.
- Clean rooms after resident departs in preparation for new resident.
- Clean facility and facility equipment as necessary to maintain safe and healthful conditions.

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fully committed to employing a diverse workforce.**

Set alarms per protocols.
Maintain written records, logs, incident reports, and statistics as required.
Attend scheduled meetings and trainings.
Perform clerical support functions including filing, record keeping, copying, and word processing.
Communicate shift occurrences accurately and fully to incoming staff.
Protect all client information as strictly confidential and only available on permitted need-to-know basis.
Perform other related duties as assigned

MINIMUM QUALIFICATIONS (Required):

Minimum high school diploma or GED preferred. Minimum of one-year experience working in a shelter, residential, emergency, or social service setting or equivalent education. Education/training in crisis intervention, problem solving preferred. Must have access to telephone. Must be able to complete CPR, First Aid, timely completion of contractually required 40-hours training in domestic violence. Able to work with people of diverse cultural and economic backgrounds. Able to use/learn cognitive reflective skills, motivational interviewing techniques, perform with a positive team attitude in the workplace, attention to detail, good verbal and written communication skills. Able to use computer for report writing, data entry, email, timesheets, etc. Must be able to perform this job without direct threat to oneself or others.

Shelter-based office, occasional verbal outbursts from clients. May be only staff on duty.

The incumbent must readily be available for graveyard shifts, and graveyard shifts may be the only shifts available.

Job Conditions

Must be able to move up to 25lbs
Must be able to climb flight of stairs
Must pass a criminal background check. (Conviction of a crime may preclude employment due to contractual requirements.)

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