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### Job Opening Announcement

**POSITION TITLE: ON CALL SHELTER ADVOCATE**

**REPORTS TO: SHELTER COORDINATOR**

**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 [www.ywca-pdx.org/employment.html](http://www.ywca-pdx.org/employment.html).** Please email application and resume to [employment@ywcapdx.org](mailto:employment@ywcapdx.org).

#### **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.
- 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.
- Set alarms per protocols.
- Maintain written records, logs, incident reports, and statistics as required.

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fully committed to employing a diverse workforce.**

- 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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