



Position: Victim Advocate --Overnight

Supervisor: Advocacy Manager

Hours: Wednesday, Thursday, Friday and every other Saturday; 9:00 p.m. - 7:00 a.m.

Job Summary: Provide supportive services to victims and their children, including: safety planning, individual and group counseling, resource direction and connection, and community awareness/prevention.

Essential Duties:

Provide crisis intervention for victims of domestic violence and their families by answering Helpline calls, walk-ins, meeting with victims one on one, and completing shelter intakes.

Promote a healthy shelter living environment by ensuring that shelter guidelines and responsibilities are followed by shelter residents and that any issues are addressed immediately through proper protocol.

Respond to the needs of shelter residents by providing supplies as requested, supporting individual needs, mediating conflicts that arise, and supervising overall shelter activities.

Maintain a clean, professional appearance of facility by following protocol for accepting and storing donations, keep storage areas organized, and complete other tasks as assigned.

Completes and maintains necessary documentation through established written and computer protocol.

Maintains the confidential nature of client and business information.

Knowledge, Skills, and Abilities:

Knowledge of the dynamics of domestic violence.

Knowledge of professional social work interviewing principles and techniques.

Knowledge of community resources and ways in which they may be made available to clients and residents.

Knowledge of human development; strong understanding of attitudes, behaviors and development through the lifespan.

Knowledge of and ability to utilize a computer and the required software.

Ability to understand human behavior and to relate sensitively and effectively with victims of domestic violence and their families.

Ability to be decisive and make constructive decisions, under the pressure of crises or emergencies, with appropriate knowledge and timing.

Ability to plan and organize work and to make effective use of time.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain positive working relationships with staff and the public.

Ability to work the required hours of the position.

Minimum Qualifications Required:

Associate's Degree in social work or related human service field or equivalent human service related experience preferred.

Valid Wisconsin driver's license and favorable driving record for insurance purposes.

Completion of criminal background check.

Typical physical and mental demands:

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment.

Requires hearing within normal range and vision correctable to 20/20 to read communications, reports and computer terminals.

Must be able to analyze many variables and choose the most effective course of action for clients and/or the organization at any given point in time. Must be able to communicate and provide verbal feedback in a professional manner. Must be able to analyze causes of interpersonal conflicts and resolve complex communications issues. Must be able to resolve problems, handle conflict, and make effective decisions independently. Ability to give, receive and analyze information, formulate plans, prepare written materials, and articulate goals and action plans. Must handle novel and

diverse work problems on a daily basis. Must be able to perform arithmetic calculations involving fractions, decimals and percentages.

This position description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The employee may be requested to perform job-related responsibilities and tasks other than those stated in this description.