

JOB DESCRIPTION

Position: YWCA Victim Services Relief Worker
Status: Part Time/Hourly/Non-Exempt

Association Summary: For over 100 years the YWCA of Central Virginia has been serving the women, children, and families of Central Virginia. Founded in 1912 by a dedicated group of women, the YWCA of Central Virginia has grown and adapted to meet the varying needs of the communities we serve. YWCA of Central Virginia serves seven counties and one city, an area of 4,400 square miles with a population of over 400,000 community members. We currently host three key direct service programs: Domestic Violence Prevention Program, Sexual Assault Response Program, and Town Center Women's Residential Housing Program.

Position Description:

The YWCA of Central Virginia is seeking a team member to provide support services to the community and our Victim Services program clients through our domestic violence shelter, domestic violence, and sexual assault hotline services, and in our Children's Supervised Visitation Center. This multi-faceted position reports to the YWCA Senior Managing Director for Victim Services, in conjunction with the Associate Manager for Urban Shelter programs and the Supervised Visitation Center Coordinator. The role has no supervisory responsibilities. The ideal candidate will have hands-on experience with youth and/or families in crisis, administrative experience, and a comfort level for working with community members and clients who may have been personally traumatized or exposed to trauma. The YWCA is moving forward to continue our mission, and we need a member of our team that will focus on providing key supports within our service area so that the YWCA can continue to serve the women, girls, and families of Central Virginia in the years and decades to come.

This position is 50-100% grant-funded. *Although the grant is expected to be continued, sometimes grant funding will be relinquished from the grantor with little to short notice. If that would occur, your employment under the grant would be terminated. However, you should be aware that your employment as a staff employee of the YWCA of Central Virginia is at-will and may be terminated by you or the YWCA at any time regardless of the end date of the grant.*

AREAS OF RESPONSIBILITY

HOTLINE SERVICES

- Respond to YWCA Victim Services Hotline calls with care and compassion. Calls may be from our Sexual Assault Response Program or our Domestic Violence Prevention Program Hotlines.
- Properly record call information and enter it into database systems as requested.
- Properly file all documentation of call.

SUPERVISED VISITATION MONITORING AND OPERATIONS

- Responsible for opening and closing the visitation center when on duty. This will include but is not limited to opening the facility, ensuring the center is clean and tidy, sanitizing the center surfaces and toys before and after visitations occur, ensuring the center is tidy before closing, and proper securing of the center upon exit.
- Will utilize knowledge to conduct safe, supervised visits with family members.
- Completes all required paperwork documenting each visitation that occurs.
- Responsible for notifying the Supervised Visitation Coordinator of the results of the visit, both positive and negative.
- Responsible for ensuring all client paperwork has been completed including sign-in/sign-out documents, receipts of payments, and any other reporting and/or documentation required or requested.
- May be requested to participate in group meetings such as the Domestic Abuse Response Teams, as time allows

SHELTER OPERATIONS, AND CLIENT SERVICES

- Responsible for answering calls that come into the shelter facility and complete any required paperwork to document those calls (e.g. calls from individuals who have experienced domestic violence through physical, mental, and verbal means).
 - If there is a full shelter, make appropriate referrals to other community agencies
 - If the caller is being physically abused, accept the community member immediately if there is room in the shelter
 - Provide consultations with survivors who are not seeking shelter, helping them to sort out their options and to make sound decisions.
- Provide compassionate assistance to new shelter residents admitted overnight. The team member is responsible for completing all intake and orientation for new clients. This may include: reviewing rules and responsibilities; reviewing daily routine and program schedules; making room assignments; properly logging all intakes; issuing food and needed supplies to new clients.
- Ensure the safe operation of the YWCA Sadler House by working directly with residents. Tasks may include: ensuring all chores are completed and properly documented, enforcing shelter rules and regulations.
 - YWCA Relief Staff MUST report all suspected incidents of child abuse as this role is considered a mandated reporter.
- Ensure compliance with all documentation and grant requirements by completing daily documentation of events in the logbook; documenting and filing important information in client's files; ensuring you are current on all shelter needs and clients by reviewing the logbook daily.
- Maintains database by entering new and updated client and account information.
- Assist YWCA DVPP staff by reporting all referrals made to residents to the appropriate team member.
- Attend all regularly scheduled staff meetings including any full YWCA staff meetings
- Aid with COVID-19 monitoring when requested. Must be comfortable taking temperatures using a touchless thermometer of survivors who are residing or visiting the shelter.

TOWN CENTER RELIEF DUTIES

- Greets clients, visitors, and guests; determines the purpose of each person's visit and directs or escorts him or her to the appropriate location.
- Answers, screens, and directs phone calls to staff; transfers callers to appropriate voicemail box when an employee is unavailable and/or takes appropriate messages. Provides callers with information on our Association including information on our programs and social enterprise (Church Street Bridal).
- Receives mail, documents, packages, and courier deliveries and delivers or distributes items.
- May be asked general clerical and secretarial duties when requested, which may include recordkeeping, data entry, managing petty cash, completing bulk mailings/mail-merge, creating and sending mailings to the Board of Directors, photocopying/faxing/collating, assisting with scheduling and meeting reminders, and maintaining office supplies and coordinating equipment maintenance.
- Receive payments for Town Center resident rental units, gymnasium, and Ivey room. Properly document payments via receipts and other paperwork for the Finance team.
- Responsible for opening and/or closing the building including turning on/off the security system and locking/unlocking all doors in the lobby area. Must be comfortable with technology, and able to acquire full knowledge of fire and security systems.
- Handles emergencies with the facility, guests, and clients. Logs incidents properly and notifies appropriate YWCA personnel (Chief Executive Officer, Office & Housing Manager, Church Street Bridal Shop Managers)
- Relief Worker may be asked to aid with our Town Center Women's Residential Housing Program when they are working in the front desk area of the Town Center. This will include
 - Accepts written applications for Town Center Housing Program residency; checks applications for completeness and ensures the application is sent to the Office and Housing Manager.

- Keeps informed regarding current Town Center Housing Program's occupancy roster.
- May aid in issuing invoices for residential rent and accepting/entering in rent payments from YWCA Town Center Housing residents.

All YWCA staff members are expected to function as self-directed members of a team, to model professional standards and the YWCA mission, and to help sustain an environment that eliminates racism, promotes diversity and inclusion, and encourages women's and girl's investment in themselves and the YWCA movement.

- **OTHER DUTIES:** *Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Other duties may be assigned by the Chief Executive Officer, Senior Managing Director of Finance & Human Resources, Senior Managing Director for Victim Services, or other key authorized staff.*

JOB QUALIFICATIONS

1. **An understanding of and belief in the mission of the YWCA of Central Virginia which is to eliminate racism and empower women. All team members must have a commitment to promote racial equity and social justice advocacy.**
2. High School diploma required. Experienced in providing customer service. **Must pass a criminal background check.**
3. Excellent written and verbal communication skills including comfort levels with using Microsoft Office (MS Word, MS Excel, MS PowerPoint). Comfort level using Microsoft Outlook 365 for email and shared calendars; willingness to learn to use Microsoft Teams and Slack
4. Experience using internet-based programs and common office equipment including Windows-based computers, printers, scanners, and fax machines.
5. Basic understanding of clerical procedures and systems such as recordkeeping and filing Comfort level with data entry in online programs, MS Excel, and other methods.
6. Ability to prioritize, multi-task, and follow through with minimal direction and competing deadlines.
7. Team members must be able to keep confidential information. Attention to detail and being highly organized is a must.
8. Must be a collaborative team member, must work positively in a team environment.
9. Ability to prioritize, multi-task, and follow through with minimal direction.
10. Ability to work with children and the ability to work with children and families in crisis. Must be comfortable intervening on behalf of the child's safety and security.
11. Focus on providing excellent client assistance and ensuring client confidentiality is kept.
12. Excellent judgment and creative problem-solving skills, including negotiation and conflict resolution skills.
13. Flexibility in varied job assignments, including the ability to adapt to constantly changing priorities.
14. Team member must be energetic, flexible, collaborative, and proactive. Access to reliable personal transportation, including having a driver's license and legal ability to drive.
15. Impeccable professionalism that will be displayed when working with other team members, other YWCA staff members and volunteers, primary and secondary victims, and the public.
16. Ability to work with compassion and patience in a traumatic and frantic environment. Must be oriented towards developing the potential of victims of domestic violence, sexual violence, and child abuse/neglect. Must have a strong grasp of principles of empathy.

Preferred Qualifications

- Associates Degree with work experience in youth education, child development, social work.
- Bachelor's Degree in Social Work, Youth Education, Criminal Justice, or Psychology.
- Two (2) or more years working directly with children.
- One-year of human services focused nonprofit experience
- Experience with nonprofit organizations
- Experience working with a diverse, multicultural population will be considered an asset
- Bilingual skills desired (Spanish).

WORKING CONDITIONS

PHYSICAL DEMANDS

- This is largely a sedentary role; however, some filing and lifting are required. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary. This role may also assist by lifting children and helping to move items including foodstuffs and other donations. The work will be located in one of two historic facilities that will require the capacity to maneuver stairs as the facility is not ADA compliant, and while it does have an elevator one must be prepared to navigate the facility without it.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENTAL CONDITIONS

- The Relief Worker could be in one of two areas:
 - The YWCA Town Center facility is a historic building that is usually a calm environment but could be active when visitations take place.
 - The YWCA confidential urban shelters in a usually busy location that can become stressful. The Relief Worker is faced with constant interruptions and must meet with others regularly.
- This position requires direct interaction with clients and the public, including interactions in public locations such as police departments and courthouses where the staff member could be exposed to and communicable diseases including influenza and the novel coronavirus as well as other issues including bedbugs.

SENSORY DEMANDS

- The Relief Worker may spend long hours in intense concentration. The Relief Worker may also spend hours on the computer entering thorough information which requires attention to detail and high levels of accuracy.

MENTAL DEMANDS

- Deadlines are associated with this position that may cause significant stress. Due to the nature of working with victims of trauma, vicarious trauma is a real possibility, and self-care is highly encouraged in this role. Working with domestic violence and sexual assault clients may cause significant stress and mental strain. The incumbent must also deal with a wide variety of people on various issues including, but not limited to, those facing domestic violence, sexual assault, human trafficking, poverty, homelessness, and racism due to the mission and programs of the YWCA.

POSITION TYPE AND EXPECTED HOURS

- This is a part-time position, with no eligibility for benefits.
- Hours and Shifts will vary with the needs of our Victim Services Programs but may include weekend, holiday, evening, and overnight hours. Supervisors will work with staff to appropriately and promptly schedule possible hours. Further, this position may be called to fill in on previously unscheduled shifts. This position will only work when the need arises.
- This role can be scheduled to work in two separate historic facilities – our YWCA Town Center facility and our confidential Urban shelter.

YWCA of Central Virginia is an Equal Opportunity Employer. YWCA of Central Virginia does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors.

Pay Scale and Hours: \$9.00-\$9.50 per hour depending on experiences and availability of funds. This position is grant-funded, and therefore we cannot change or alter the pay rate and scale Employees are eligible for time and a half on holidays. This position is grant-funded, and therefore we cannot change or alter the pay rate and scale.

CERTIFICATION

I certify that I have read and understood the responsibilities assigned to this position, the risks of this role, and the salary available. This position is contingent on grant funding and availability of funding. I understand I will be working with the general public.

I certify that this job description is an accurate description of the responsibilities assigned to this position.

Employee Name

Supervisor/Manager Name

Employee Signature
Date:

Supervisor/Manager Signature
Date: