

Job Title: Advocate
Department: Sexual Assault Support Services (SASS)
Location: 1382 Kilauea Avenue
 Hilo, HI 96720
Reports To: Crisis Coordinator
FLSA Status: Casual on-call, Non-exempt
Prepared By: Lorraine Davis, Interim Chief Executive Officer
Prepared Date: 2008
Revision Number: 1
Revision Date: 10/3/2012
Reviewed By: Heather Thompson (Crisis Coordinator)
 Karma Whittington-Ramirez (HR Manager)
Approved By: Lorraine Davis, Interim Chief Executive Officer _____
Approved Date: 11/5/12

Summary The Advocate position functions in a system of care which provides for the emotional and physical well-being of the sexual assault survivor and family members with the goal of providing services to reduce the risk of sexual assault and increase community awareness. The position meets the needs of sexual assault victims and survivors and of the community at large.

Location: On-call from home with scheduled meetings at the Hilo SASS office or the Kailua Kona SASS office or assigned locations. Will be required to meet with clients and other members of the community Sexual Assault Response Team at assigned location including the Hilo Medical Center (HMC), the Kona Community Hospital (KCH), or the Children's Justice Center (CJC). On call workers generally are assigned to their own geographical location, however, travel across island to other SASS sites and community allied agencies may be required.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Performance Appraisal
 Date of Appraisal: _____

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
1.	Upholds and furthers the mission of the YWCA of Hawaii Island which is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.				
2.	Protect the confidentiality of YWCA members, participants, clients and the				

#	Essential Duty and/or Responsibility	UN	SA	EX	Comment
	YWCA information handled.				
3.	Answer 24-hour Crisis Hot line to provide information referrals and crisis intervention to callers.				
4.	Rotate on call responsibility with a team of other Advocates, providing seamless continuation of service 24 hours a day, 7 days a week.				
5.	Provide program services face to face as a victim advocate with client, police and examiner in forensic and investigation procedures after sexual assault. Arrive at designated locations in a timely manner, according to program procedures.				
6.	Protect client confidentiality, observing the client's right to the Victim/Counselor privilege defined in Hawaii Rules of Evidence.				
7.	Understand, interpret and follow state and federal laws regarding mandatory reporting of abuse of children and dependent adults.				
8.	Participate in crisis team coordination, and clinical supervision with the Program Director, Therapist, Crisis Coordinator, and other Advocates.				
9.	Complete and submit service documentation in a timely fashion, using the program tools and procedures.				
10.	Participate in quality improvement and program monitoring.				
11.	Attend mandatory staff meetings and assigned job specific trainings suitable for position.				

Key: UN – Unsatisfactory; needs work – consistently requires items to be reworked, re-educated, re-trained. Cannot let the employee work independently. Each UN requires a plan of corrective action to be attached to the performance appraisal.

SA -- Satisfactory; does the job as expected. The employee is doing as instructed and can work independently with little rework, re-education or re-training.

EX -- Exceeds expectations. The employee consistently does more than expected. As supervisor, you consider allowing this person to take the lead on some projects you believe the employee would excel in. Each EX should have a comment about why the person got an EX.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
2. **Technical Skills** – Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
3. **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
4. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
5. **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
6. **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
7. **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
8. **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
9. **Diversity** - Shows respect and sensitivity for cultural differences; educates others on

the value of diversity; promotes a harassment-free environment.

10. Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
11. Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
12. Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
13. Motivation - Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
14. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
15. Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
16. Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
17. Adaptability – Adapts to changes in the work environment; Able to deal with frequent changes, delays, or unexpected events.
18. Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
19. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
20. Initiative - Volunteers readily; Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree (A. A.) from an accredited program human service field such as psychology, social work, nursing or related area is preferred; or equivalent combination of education and experience; High School diploma or GED is required.

Experience working with children and adults in a helping relationship (six months or longer).Crisis work experience or sexual assault specific experience preferred.

Access to a reliable personal single-line reliable telephone and/or cell phone continuously during assigned on call hours. Conditions in the phone locations must allow for client privacy during phone contact.

Ability to respond during assigned on call hours and arrive at the appropriate location within 45 minutes or less after receiving a dispatch call.

Able to attend a minimum of 35 hours initial intensive program specific training to be scheduled on weekdays and/or weekends.

Other Qualifications

- Must possess a current Hawaii Drivers License.
- Must have use of a dependable personal vehicle which will be used for business travel.
- Must have current vehicle registration.
- Must carry current automobile insurance with the following minimum coverage, \$100,000, \$300,000, \$30,000.
- Must have a clean driving abstract.
- Must have a clean criminal background/record check.
- Must pass a pre-employment drug screen.
- TB clearance desirable.

Language Skills

Ability to read and comprehend instructions, correspondence, and memos. Ability to write correspondence. Frequently completes report documentation concerning clients. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand and/or sit for long periods of time. Walk, talk, hear and see, including close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee is occasionally required to stoop, kneel, crouch or crawl and grasp, activate wrists, hands and fingers. Must occasionally lift and/or move up to 50 pounds. Must be able to drive own vehicle to the site of face-to-face services.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee will work indoors in regular office, hospital, or conference room conditions. The noise level in the work environment is usually quiet to moderate.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities and qualifications of employees assigned to this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Employee Signature: _____

Employee Printed Name: _____

Date : _____

YWCA of Hawaii Island

Performance Appraisal:

I have had an opportunity to discuss the ratings on this job description with my supervisor. The next steps course of action, if needed, are attached to this appraisal. Any additional comments I have are listed below:

Employee Signature: _____

Employee Printed Name: _____ *Date:* _____

Supervisor Signature: _____

Supervisor Printed Name: _____ *Date:* _____

CEO Signature: _____

CEO Printed Name: _____ *Date:* _____