



1 fulltime position permanent
Monday- Friday(11pm to 7 am) \$15.00 per hr
Overnight Position

TITLE: Resident Advocate

RESPONSIBLE TO: Shelter Coordinator

JOB DESCRIPTION: The Resident Advocate is responsible for providing trauma informed crisis counseling to telephone clients, reflective listening to shelter residents, and support to volunteers in addition to managing the facility to ensure safety.

MAJOR RESPONSIBILITIES:

Crisis Hotline Management

Must have excellent and caring telephone skills while providing accurate information and responses
Be able to handle emergency situations of telephone clients and shelter residents by taking appropriate actions
Maintaining data is a must while keeping an accurate log of all crisis hotline phone calls

Shelter/ Household Maintenance

Manages facilities to ensure cleanliness and an orderly environment resulting in the safety and security of residents

OTHER RESPONSIBILITIES:

Documentation and maintenance of confidential information and interactions with residents for file and submission for Case Manager(s)
Participates in orientation and required training for shelter service
Supports the mission of the DVS Shelter, the mission of the YWCA and its vision
Performs other related duties as delegated by the Shelter Coordinator or her designee

EDUCATION AND EXPERIENCE:

- Bachelor's degree in social work, counseling, psychology or other related fields with one (1) year of case management experience or five (5) years of experience working in the domestic violence field and homeless clients.

KNOWLEDGE, SKILLS AND EXPERIENCE:

Must have knowledge of the needs of those who are impacted by homelessness and domestic violence

Must have record-keeping; organizational; and good decision-making skills

modom@memphisywca.org

YWCA Greater Memphis

Attn: Marquiepta Odom or

Interim Executive Director

766 South Highland Street

Memphis, TN 38111

Closing date is August 6, 2021

No phone calls please.