

Job Title: Shelter Pet Advocate
Department: YWCA Crisis Services
Supervisor: Director/Assistant Director of Shelter Operations

OBJECTIVES OF THE JOB:

Assist survivors and their pets of domestic violence, sexual assault, and stalking at the YWCA Emergency Shelter through trauma informed service delivery.

DUTIES AND RESPONSIBILITIES (including Leadership, Financial, Job Position Specific and General Agency):

Leadership

1. Actively participates in required meetings (i.e. staff meetings, trainings etc.); provides pertinent information to their supervisor in decision-making processes, and implements administrative decisions in a positive and supportive manner.
2. Serves as a positive team member and works to contribute to a cohesive and supportive environment.
3. Regularly attends key agency activities such as fundraisers and public events.
4. Participates in YWCA committee opportunities.
5. Demonstrates leadership by example, self-motivation and direction and professional oral and written communication.
6. Demonstrates flexibility and openness to change.
7. Works collaboratively with diverse communities and communicates the mission and work of YWCA OKC.

Financial:

8. Aware of program expenditures and the prevention of waste.
9. Assists with generating potential revenue ideas in collaboration with supervisor.

Job Position Specific:

10. Complete pet intakes and agreement forms with clients bringing new pets into shelter.
11. Support residential clients in providing feedings, cleaning and enrichment for their pets.
12. Provide information, education, and safety planning relevant to pets.
13. Assist in linking residents to community resources to meet the needs of their pets
14. Coordinate and conduct pet transportation as needed.
15. Collaborate with partner agencies to meet the needs of residents' pets and the pet shelter.
16. Assist in creating, updating pet program policies and procedures and ensure consistent implantation.
17. Monitor and maintain pet shelter facilities & grounds and supplies/inventory.
18. Update clients' case files as required by state statute and YWCA policy & procedures.
19. Assist in creating and updating policies and procedures pertaining to the pet advocacy program.
20. Manages completion of pet program paperwork, documentation, and statistical measurements.
21. Assist with answering 24-hour crisis hotlines (Domestic Violence Hotlines, Sexual Assault Hotlines, Oklahoma State Safeline, and shelter business lines) and make consistent, appropriate decisions regarding referral, safety planning and linking to emergency shelters utilizing professional discretion and judgment.
22. Assist in completing admission and discharge procedures with survivors entering and exiting the shelter.
23. Maintain a friendly, safe environment for all shelter residents by following YWCA policies and procedures related to safety of residents and property, and responding to resident conflicts.
24. Utilize a trauma-informed approach in interactions with clients and hotline callers.
25. Demonstrate ability to give and receive feedback to & from clients, co-workers, and supervisors.
26. Participate in the planning and/or facilitating of shelter groups or activities as needed and appropriate.
27. Attend monthly staff meetings and continually advance knowledge, skills and abilities for assisting victims/survivors of domestic violence, sexual assault and stalking.
28. Meet with supervisor on a regular basis to keep apprised of events, problems, needs, etc.
29. Engage in regular self-care as a strategy to prevent and address vicarious trauma, burnout, and compassion fatigue.

General Agency

30. Complete documentation to assure compliance with criteria and standards required by licensing and funding sources and completes necessary electronic entries and all required agency forms.
31. Maintain confidentiality and integrity of sensitive information related to clients and programs.
32. Understand and adhere to YWCA Employee Handbook and all YWCA Policies and Procedures.
33. Meet with supervisor on a regular basis to keep apprised of events, problems, needs, etc.
34. Maintain required annual training hours.
35. Maintain cooperative and communicative relationships with peers, employees, partners and Board as appropriate.
36. Participate in public speaking, seminars and other community functions regularly as assigned or appropriate.
37. Participate in annual special events, including holiday planning and annual fundraising events.
38. Perform other duties as assigned by supervisor and work as a team member with YWCA staff and administration.

Qualifications:

A minimum of two years college is required; Associates Degree is preferred. Two years experience in related field is preferred. Skills in establishing and maintaining effective working relationships with others and following oral/written instructions are required. Strong listening, verbal, and written communication skills are required. Computer skills required. Minimum of 180 days of employment. Complete ACP/Vine training, VPO training, and other trainings as assigned by supervisor. Work an average of 20 hours per week or more.

Other Job Requisites:

1. This is a non-exempt position. This is an essential staff employee position that requires availability during office closures and inclement weather.
2. Hours for this position may be irregular and include some evening and weekend hours.
3. Physical ability to lift up to fifty pounds is necessary.
4. Physical ability to climb stairs is necessary.

I have reviewed and understand my responsibilities as outlined in this job description:

Employee

Date

Revised: July 2022

Revised by: Anita Rydberg, Sr. Dir. Of Domestic Violence Victim Services

Approved by: Angela Beatty, Chief Officer of Domestic Violence Victim Services