

## CAREER OPPORTUNITY

### Bilingual Shelter Advocate

Full-Time (40 hours/week), Hourly, Non-Exempt.

Compensation: \$22.50/ hour

Location: YWCA Silicon Valley, San Jose, CA 95112

Website: [www.ywca-sv.org](http://www.ywca-sv.org)

Department: Support Services



Join a passionate, dynamic team dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.

For over 100 years, YWCA Silicon Valley has provided programs and services that form a critical continuum of response, healing, and prevention. Our dedication to the people we serve is unparalleled. We have an exciting future, and the team to deliver on that lasting change for the people we serve. To encourage survivor self-determination, services are delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with our mission. **Be a key part of shaping this future as our new Shelter Advocate in our Support Services Department.**

Reporting to the Shelter Manager, the Bilingual Shelter Advocate provides peer counseling, crisis and case management, community referrals and domestic violence education to individuals and families residing in the YWCA Silicon Valley's confidential emergency domestic violence shelter and housing programs. The Bilingual Shelter Advocate conveys empathy, respect, and compassion when delivering services. You are a member of a high-performing team who supports all activities related to the coordination of daily operations, including but not limited to 24-hour support line response, room readiness, distribution of food and supplies, basic site maintenance, conflict resolution, crisis management, client accompaniment and direct advocacy. The Shelter Advocate must not fail in effectively communicating survivor needs to the team and/or any non-compliance of shelter guidelines. To ensure safety, you must not fail to respond effectively to safety threats, conflicts and crisis situations.

**We are seeking a detail-oriented, organized, and reliable individual with a high level of self-awareness and emotional intelligence.** Essential to this role is a demonstrated ability working with culturally and economically diverse individuals and families; a demonstrated ability to function effectively in a fast-paced environment and to respond appropriately to unexpected situations.

Candidates must have excellent interpersonal skills to work independently and as part of a team. **You must have an understanding of feminism and a strong commitment to social justice.** Additionally, an ideal candidate will possess knowledge of and sensitivity to domestic violence, sexual assault issues, trauma, gender equity and client-centered service provision.

Candidates should have a Bachelor's Degree in a social services field or an equivalent combination of education and experience. Key to success is the ability to be present in a changing work environment; the ability to work independently and as a member of a diverse team, with flexibility, initiative and a sense of humor; and the ability to make decisions appropriately, prioritize effectively and model healthy boundaries with empathy and compassion. Candidates should be competent in using Microsoft Office (Word, Outlook, Excel, PowerPoint) and have experience in confidential data management and record keeping.

**The ideal candidate is a warm, highly organized self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.** Prior advocacy-based counseling, case management or residential experience is a plus. Bilingual, bi-cultural and bi-literate skills are required.

**Work hours are days Monday through Friday.** Schedule TBD. Delivery of service may include overtime to accomplish task at hand. You will be working in a confidential, restricted working environment, sometimes alone. Work includes lifting up to 30 pounds.

Required: Cleared background check (fingerprinting), valid TB test, valid California driver's license, and auto insurance. Must have completed or be willing to complete CPR certification and 65hr-trained California State Domestic Violence, Sexual Assault and Human Trafficking Counselor certification. (Training will be provided).

**TO APPLY:** Submit Resume & Cover Letter to and [resumessupportservices@ywca-sv.org](mailto:resumessupportservices@ywca-sv.org) with "Bilingual Shelter Advocate" in subject line. First deadline for submission of resumes: Open until Filled.

Thank you for your interest in employment with the YWCA. We may be unable to respond to every individual submission due to a high volume of applicants. Please do not telephone. Applicants who do not follow the application procedure are immediately disqualified.