

Hospital Advocate, Full-time

Department/Program: Domestic and Sexual Violence Services
Reports To: Crisis Response Services Manager
Prepared By: Senior Director of Domestic and Sexual Violence Services
Prepared Date: 09/30/2022

GENERAL PURPOSE

To provide trauma-informed advocacy and crisis support to survivors of domestic violence and sexual assault in the emergency department. Provide support and resources that target individuals and families' unique needs. Provide crisis support and safety planning to survivors and their families after the traumatic event. This position is stationed at the YWCA hotline office and transitions between each of the hospital systems when needed.

HOURS:

- 4:00pm-12:00am; this position will require some weekends and holidays; and depending on schedule needs there may need to be adjustments to the weekly schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Serve as the hospital advocate to identified local hospitals which include: MCV Health Systems, Richmond Community Hospital, and St. Francis Hospital.
- Respond to Forensic Examinations and provide side by side support during the Physical Evidence Recovery Kit (PERK) examination.
- Provide emotional support, advocacy, resources, and referrals to individuals and families in the emergency department who have experienced sexual assault and/or intimate partner violence.
- Provide survivors with appropriate referrals to sexual and domestic violence agencies based on their residency, to assist with continued follow-up and support to include case management, counseling services, court advocacy, and emergency housing if needed.
- Helps to facilitate hospital accompaniment training and mentorship to new hospital advocates to include volunteers and staff. This includes periodic check-ins with advocates after completing a hospital advocacy call and provide any additional assistance needed as it relates to hospital advocacy processes.
- Serve as shelter on-call support for survivors seeking emergency housing, which includes being a liaison for survivors in the emergency department who have just experienced a domestic and/or sexual violence assault.

- Answer and respond to EmpowerNet hotline calls, along with assisting with various hotline tasks.
- Complete all required daily, weekly, and monthly documentation in required systems.
- Attend relevant or required trainings, weekly supervision, and other necessary meetings.
- Works primarily with the Forensic Nurse Examiner (FNE), and the hospital-based advocacy programs VCU Project Empower and Bon Secours HVIP programs.

SUPERVISION:

- This position (when applicable) will support managing hospital advocate interns and volunteers.

QUALIFICATIONS and REQUIREMENTS:

- Bachelor's preferred
- One to three years' experience in the human services field
- Reliable transportation and ability to travel within the region to different hospital locations
- Familiarity with domestic and sexual violence preferred
- Ability to develop and maintain networks and relationships
- Working knowledge of computer and office equipment, Microsoft Office Suite software programs
- Ability to handle multiple assignments and meet deadlines; ability to pay attention to accuracy and detail while thinking broadly; ability to evaluate and adjust priorities and activities as needed
- Excellent oral, written, communication, and facilitation skills
- Ability to work independently, within a team, and be flexible
- Ability to remain patient, calm, and professional when working in high stress and/or crisis situations
- Must be fully vaccinated for COVID-19 and at least one booster and receive the Flu vaccine when flu season begins
- Successfully complete a Background check and drug test

Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.

Pay Grade: Level 4

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.

Updated: 10/10/2022