

## **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:** 8/4/23

### **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.

### **HOURS/LOCATION:**

- 11:00pm-7:00am Sunday's-Thursday's; this position will require occasional weekends and holidays. May be stationed in the hospital setting.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Serve as the hospital advocate to identified Bon Secours local hospitals which include: 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.
- Help 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 providing any additional assistance needed as it relates to hospital advocacy processes.
- Serve as shelter on-call liaison for survivors in the emergency department who have just experienced a domestic and/or sexual violence assault.

**Pay Grade: Level 4**

- 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 primarily at Bon Secours HVIP programs and VCU Project Empower.
- May serve as the hospital advocate to MCV Health Systems as needed.

**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, screened for Tuberculosis, 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.**

*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: 8/4/23*