

Support Services

Community Support Volunteer Intern

Location: YWCA Silicon Valley, 375 South Third Street, San Jose, CA 95112, potentially virtual
Director: *Associate Director of Support Services*
Supervisor: *Community Support Manager*
Direction provided by: *Community Support Manager or Advocacy Coordinator II*

To Apply for Internship: email Leah Gregory at lgregory@yourywca.org

Purpose: To provide advocacy, on-going emotional support/counseling, case management, and community referrals to individuals and families impacted by sexual assault, domestic violence and human trafficking. To encourage survivor self-determination, services are delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with the YWCA Silicon Valley's mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Major Responsibilities:

- Provides direct advocacy, counseling, safety planning, case management, support groups, community referrals to adults and children impacted by sexual assault and domestic violence, in person, virtually and on the phone using a strength-based, client-centered, culturally humble and trauma-informed approach.
- Effectively advocate for survivors with outside agencies and community organizations, including law enforcement, Sexual Assault Nurse Examiner, the District Attorney's office, correctional facilities, social services, etc.
- Manage a caseload of survivors of domestic violence &/or sexual assault; assesses advocacy service needs; arranges, coordinates and monitors the delivery of individualized services
- Maintains accurate and confidential records (hard copy and soft copy) of client services (service plans and achievements) and demographics and updates record in ETO (Efforts to Outcomes database) on a timely basis.
- Work in compliance with all legal requirements, and organizational and departmental policies, procedures and standards.

Required Qualifications:

- Must be 18 years or older.
- Interest in, and a commitment to, continuous learning about sexual assault, domestic violence and human trafficking and the needs of victims/survivors.
- Ability to listen actively and respectfully, and respond with warmth, compassion and empathy.
- Ability to empower victims/survivors by providing emotional support, resources, tools, and options based on what the victim/survivor is requesting, avoiding words and actions based on personal perspectives, judgments, and bias.
- Ability to work as a member of a team, be open to feedback, and seek guidance, direction and input from others.
- Ability to practice cultural humility, i.e. maintain an interpersonal approach that is other-oriented in relation to aspects of cultural identity that are most important to the person. Ability to work with/support individuals from diverse cultural and socio-economic backgrounds.
- Commitment to developing knowledge, skills and abilities to better connect with individuals and communities, and gaining more insight into personal biases and identities. This includes, and is not limited to, treating all people with respect and dignity, recognizing and appreciating cultural differences, and working to interact with greater cultural sensitivity.
- Ability to be non-judgmental, open, honest and calm, and maintain professional boundaries.

Training & Other Requirements:

- Completion of the CA State-Mandated Sexual Assault/Domestic Violence Counselor Training (hosted by YWCA to begin Mid-August 2021).

- Completion of training /orientation sessions to develop personal comfort level in accompaniment, case management, support and advocacy services.
- Clearance on a background check, including DOJ & FBI fingerprinting.
- Maintain Sexual Assault/Domestic Violence Counselor Certification by completing 8 hours of Mandatory Continuing Education and Training (MCET) within each 12month period from the date of completion of the Sexual Assault/Domestic Violence Counselor training.
- Collaborative Response to FV students (JS137) will have first priority, please indicate that you are taking this course.

Time Commitment: Minimum of 10-20 hours a week of service for school year period, (Fall and Spring) on a mutually convenient schedule Monday – Friday between the hours of 9:00 AM – 5:30 PM

Volunteer Opportunity
November, 2020