

Our Mission: To protect, shelter and empower people impacted by domestic and sexual violence.

Position: Child/Shelter Client Advocate-DV **Supervisor:** Director of Residential Advocacy

Regular Work Week: 40 hours **FLSA:** Non-exempt

Funding Basis: Position is based solely on the award of grant funding. Suspension or reduction of this source of revenue may result in modifications of employment.

Job Summary: Provides crisis intervention, support, information and referral and advocacy for domestic violence, sexual assault and non-relational stalking clients in a residential setting. Attends internal staff meetings and external community meetings to advocate on behalf of agency clients and provide information on shelter services. Participates in rotating on call system after hours and contacts a supervisor as needed.

Task Assignment List:

- Completes an intake assessment for each client
- Assists each client to develop personal goals and objectives
- Assists each client to identify the resources needed to accomplish their goals and objectives
- Make appropriate referrals to obtain resources
- Advocate on behalf of clients with other systems when necessary
- Follow-up with clients as appropriate to determine current status and whether further assistance is needed
- Provide crisis intervention and crisis line support
- Provide on-call services as assigned by the Director of Residential Advocacy
- Transport clients when needed
- Assist clients with Personal Protection Orders as needed
- Facilitate support groups
- Complete and maintain accurate client and statistical records that conform to the Women's Resource philosophy, policies and procedures
- Participate in client record review
- Develop and implement community public awareness programs with input from the Director of Advocacy
- Maintains a safe and stable environment for individuals seeking safety due to domestic violence.
- Understands and follows current policies and procedures for all shelter operations.
- Welcomes new residents, completing intake and orientation. Clearly outlines shelter services and expectations.
- Monitors and enforces house rules and expectations as needed according to protocol.
- Responds to clients' needs and crisis utilizing an empowerment philosophy and according to protocol.
- Provides support and empathy to residents and their children.
- Acts as a positive role model for residents, demonstrating healthy boundaries, crisis response skills, resourcefulness, and positive parent child interactions.

- Maintains safety, security and cleanliness of the shelter facility and premises.
- Maintain professional relationships with community agencies
- Participate on Women's Resource Center committees as assigned
- Complete other duties as assigned
- Comply with Women's Resource Center policies, including those related to professionalism and confidentiality

General Expectations

- Approaches all persons from an empowerment philosophy.
- Maintains professional boundaries with staff and clients at all times.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure manual and Employee handbook.
- Participates in maintaining policies, procedures and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protect client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both orally and in writing, with other staff and with other organizations.
- Participates in staff meetings, team meetings and staff retreats and other planning opportunities.
- Develops personal goals to continue to upgrade knowledge and credentials and implements a plan to achieve those goals.
- Participates in training, continuing education, and other skill development opportunities further enhance job related skills and abilities.
- Identifies opportunities for system change efforts and supports system change efforts.
- Maintain current certification in CPR and First Aid.

Job Specifications: Requires a Bachelor's degree or commensurate experience in a field related to human services. Prefer at least two years' experience in a position related to domestic violence or sexual assault. Knowledge of community resources and of philosophical and legal issues of domestic violence /sexual violence a must. Must be sensitive to issues of diversity. Understands and supports the philosophy of empowerment. Dedication to the agencies mission and overall success of the program and the agency. Must complete the Women's Resource Center training program and all required background checks.

Physical Requirements:

- Normal office environment requirement requiring standing, sitting, keyboarding.

- Specific vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to speak clearly and hear.
- Ability to walk, climb stairs, and balance. (Helen's house is a three story facility)
- Ability to transfer objects from hand to hand or hand to arm; reach with hands and arms; stoop or crouch.
- Ability to lift thirty pounds i.e., groceries, supplies and donations.
- Ability to travel to off-site locations and attend off-site meetings and events.

The above statements are intended to describe the general nature and level of work performed by employees in this position. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. Employees are required to perform other duties as requested, directed or assigned.