



JOB DESCRIPTION: CLIENT ADVOCATE

SUPERVISOR: Executive Director

DEFINITION: Provides direct services to domestic and/or sexual violence survivors.

DUTIES AND RESPONSIBILITIES:

I Direct Services

- Provides crisis intervention, emotional support, follow-up, safety planning, Advocate Initiated Response (AIR), survivor education, case management, safehousing, survivor-driven mobile advocacy and information/referrals to survivors as needed.
- Assesses survivors' situations, ongoing development of safety plans through advocacy session processes and Help Line services.
- Develops with survivors an individualized action plan to facilitate their needs being met.
- Provides information/referrals and coordinates connection with other services as needed.
- Provides follow-up and support services to survivors as needed.
- Assists in intake and discharge processes with survivors.
- Assists in implementing Safehouse Policies and procedures.
- Provides scheduled back-up services for ASP's 24-hour Help Line.
- Assists in ensuring survivor confidentiality rights are pursued fully.

II Community Engagement

- Develops and maintains professional contact with agencies for coordinating mutual referrals services.
- Assists in public relations.
- Assists in providing presentations (i.e. grade schools), trainings and workshops as assigned.

III Program

- Assists Executive Director in maintenance of agency goals and objectives.
- Adheres to ASP policy and procedures and Bylaws.
- Presents ASP positively in the local, state and national communities.
- Together with the Executive Director and other direct services staff develops direct services programs.
- Completes a minimum of 30 hours of Advocate Training and 20 hours of on-going training annually.
- Participate in system data collection (Café), complete necessary paperwork and forms for program files, statistics, and evaluation.
- Participates in staff meetings, supervision meetings, and staff development programs.
- Maintains working knowledge of domestic violence, sexual assault, Feminist/Accessible, Culturally Responsive & Trauma-Informed (ACRTI) Approaches, children/youth approaches and other areas related to the position.
- Maintains a Trauma-Informed work environment.
- Assists Executive Director in grant development, fundraising development and other projects as requested.
- Other duties as assigned.

DESIRABLE QUALIFICATIONS:

Knowledge of and experience of domestic violence and sexual assault; effective crisis intervention, case management and counseling skills; delivery of human services; and workshop and educational presentation skills. Ability to work with volunteers; manage and prioritize varied workload; work cooperatively in a self-directed manner; maintain



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confidentiality; follow through with prescribed duties; work with persons of varied socioeconomic, cultural backgrounds, and lifestyles; and provide viable educational and outreach services to survivors.

MINIMUM REQUIREMENTS

High school diploma, two years' experience in a human service setting and/or a combination of life experiences; computer skills; a current driver's license, access to a vehicle and vehicle insurance coverage. Must successfully complete agency background check. Bi-lingual preferred.

COMMITMENT TO ADVOCATE SAFEHOUSE PROJECT'S VISION STATEMENT, VALUES & MISSION STATEMENT:

VISION STATEMENT:

Advocate Safehouse Project envisions all relationships in our community filled with well-being and empowerment.

VALUES:

- **Integrity:** We act with fairness, honesty, transparency, and accountability.
- **Compassion:** We treat survivors, partners, and ourselves with mutual respect, empathy and sensitivity.
- **Resiliency:** To foster adaptability to change and overcome challenges.
- **Empowerment:** We promote independence and strive to increase self-confidence.
- **Well-being:** We offer a nurturing environment with the hope of promoting a sense of security and safety.

MISSION STATEMENT:

Advocate Safehouse Project promotes healthy relationships free from violence as we strive to overcome imbalances through advocacy, collaboration, education, and shelter.