



New Beginnings empowers survivors and mobilizes community awareness and action to end domestic violence.

Job Description

HOME SAFE PROGRAM SURVIVOR ADVOCATE

- RESPONSIBILITIES:** Provides mobile, culturally competent, and trauma informed supportive services and prevention education to survivors in New Beginnings' Home Safe Program. Participants include those receiving emergency Bridge or hotel housing, and DV Housing First rapid re-housing and homelessness prevention services.
- REPORTS TO:** Home Safe Program Manager, with ongoing mentorship provided by Home Safe Lead Survivor Advocate
- HOURS:** 36 hours per week; business hours, with one regularly scheduled evening per week. Up to once monthly on-call Sunday, and rotating holiday coverage.
- POSITIONS AVAILABLE:** Monday-Friday: 2 positions; Tuesday-Saturday: 2 positions
- COMPENSATION:** 3% increase over current placement on agency grid, Medical, dental & vision benefits; monthly paid trainings; training allowance; paid leave; life insurance; retirement contribution. This is a Non-Exempt position.

RESPONSIBILITIES

Supportive Services

- Provides emotional support, safety planning, flexible financial assistance and individual case advocacy for survivors of domestic violence who are staying in New Beginnings' Bridge Housing or in hotels. Provides information and advocacy regarding public benefits, legal issues, medical care, mental health services, chemical dependency support, financial planning, employment, and other individual needs.
- Provides ongoing case management involving the services above, as well as intensive financial planning and the provision of rental assistance to survivors who are accessing rapid re-housing or homelessness prevention services.
- Incorporates trauma informed best practices into supportive services and advocacy work with survivors.
- Collaborates closely with Home Safe Housing Advocates to ensure participants are prepared to secure and retain housing.
- Collaborates closely with Home Safe Youth and Family Advocates to ensure participants' parenting needs are met.
- Collaborates closely with CAP Survivor Advocates to identify and support participants who qualify for emergency housing, homelessness prevention or rapid re-housing services.
- Provides information and support to DV Housing First Demonstration Project researchers.
- Facilitates support group(s) as assigned by the Lead Survivor Advocate.
- Maintains complete and appropriate participant files.
- Assists with identifying and supporting community volunteers or professional resources who provide supplemental education for participants.
- Staffs at least one Help Line shift during business hours each month.
- Coordinates interpreter or ASL services for non-English speaking or hearing impaired participants.

- Provides post-exit contact with participants as determined by program needs or funding contracts.
- Performs other duties as assigned.

Survivor Triage

- Screens survivors to identify which housing services are appropriate to their needs.
- Facilitates entrance into emergency housing at New Beginnings' Bridge Housing or local hotels.
- Provides up to once-monthly on-call coverage on Sunday and on rotating holidays to facilitate emergency housing placement if needed.

Data Integrity

- Enters consistently complete, accurate and appropriate participant and service data into the agency database.
- Responds to meet data needs identified by the Program Manager or data staff.

Community Networking

- Maintains extensive knowledge of community resources for the benefit of survivors.
- Maintains positive working relationships with other domestic violence and service agencies in the community.
- Builds relationships with businesses or other community resources to secure assistance or services for participants and promote New Beginnings' services.
- Attends community meetings as requested by the Lead Advocate or Program Manager.

Resource Development

- Participates in development events and activities as requested by the Lead Advocate or Program Manager.
- Provides program information and stories as needed by the development team to build donor support and pursue funding opportunities.

Team Work and Professional Development

- Actively contributes to a positive team environment to ensure the collaboration needed for provision of high quality services to survivors.
- Participates in all staff meetings, Home Safe Program team meetings, planning days and agency in-service trainings.
- Attends and documents trainings to ensure compliance with Washington Administrative Code training requirements for domestic violence advocates.

QUALIFICATIONS

- Commitment to the mission of New Beginnings and to the needs to domestic violence survivors.
- At least two years of experience providing survivor-centered advocacy. Related experience in non-domestic violence agency settings will be considered.
- Knowledge about the dynamics of domestic violence and the impact of trauma on survivors and their children.
- Demonstrated ability to work with diverse survivors in a welcoming, supportive, culturally competent manner.
- Experience providing intensive financial literacy education and budget planning support.
- Knowledge of public benefits, and a wide range of community resources to meet variable survivor needs.
- Demonstrated ability to exercise flexibility and creativity in helping survivors overcome a variety of barriers to well-being and housing stability.
- Ability to take initiative, and maintain accountability to colleagues while providing services in a variety of settings.
- Experience with mobile advocacy a plus.
- Demonstrated ability to handle crises and juggle multiple responsibilities in a fast paced environment.
- Ability to maintain participant confidentiality.
- Ability to effectively network with a wide range of community service providers.
- Strong attention to detail and follow-through.
- Ability to represent New Beginnings in a professional manner to community partners and the broader public.
- Ability to use supervision effectively to gain support and enhance performance.
- Ability to engage in constructive self-care activities to manage secondary trauma.

- Proficient with Microsoft Office applications.
- Fluency in Spanish, African or Asian languages a plus.
- Possession of a valid Washington State driver's license. Access to reliable personal car a plus.

JOB DESCRIPTION

Position: Domestic Violence Housing First Advocate
Reports to: Community Based Housing Program Manager
Hours: 40 hours/week, flexible schedule with some evenings

OVERVIEW OF PROGRAM: The Housing Stability Program provides financial/rental assistance and advocacy to families impacted by domestic violence as they transition and/or maintain independent housing in the community. Program participants are adults who are homeless due to domestic violence, may or may not have children in the household, may or may not have mental health and/or chemical dependency issues, and are low income. The Advocate coordinates housing stability advocacy, provides referrals, safety plans, and administers homeless prevention client assistance funds. The Advocate assists in managing a budget and completes reports for the grants that support the programs.

KEY RESPONSIBILITIES:

Housing Stability:

- Provide coordinated entry and intake assessments for participants seeking housing support, identifying housing service needs and coordinating initial services;
- Support participants in finding and securing safe, affordable housing;
- Help families access resources for housing related assistance (i.e. furniture procurement, utility assistance, etc.);
- Advocate with managers and owners for tenancy and negotiate move-in costs;
- Provide mobile advocacy and community engagement as needed;
- Coordinate connection with other services as needed;
- Provide advocates agency-wide with housing support;
- Track expenditures to stay within budget;
- Participate in all-staff training sessions; attend agency/staff meetings

Community Advocacy:

- Provide crisis intervention, telephone advocacy and referrals;
- Assess survivors' situations, ongoing development of safety plans through advocacy session process and crisis line services;
- Make referrals to, and facilitate at least one community housing support group for survivors of domestic violence;
- Complete a minimum of 30 hours of Advocacy training and 20 hours of on-going training yearly;
- Participate in system data collection; complete necessary paper work and forms;
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

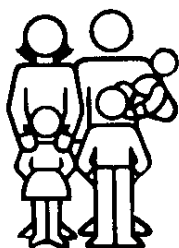
I Requirements:

- B.A. in social services or related field, education can be substituted with experience;
- Bilingual preferred
- Ability to complete tasks with minimal supervision;
- Sensitivity to the needs of agency clients and ability to maintain confidentiality;
- Basic computer skills;
- Knowledge of human service delivery systems and systems advocacy;
- Knowledge of the connection between domestic violence and oppression;
- Experience, ability and willingness to work as a team with diversified staff, volunteers and constituents;
- Ability to work independently and as part of team to deliver services;
- Updated CPR, First Aid Certification required;
- HIV/AIDS certification required; and
- Dependable transportation and valid Washington State Driver's License.

JOB DESCRIPTION

II **Core Competency Requirements:** *employees are people who believe passionately about the value of this work and take personal responsibility for bringing success to the agency. The team's spirit is, as its core, made up of twelve (12) competencies:*

- DEALING WITH AMBIGUITY
- COMPASSION
- LEARNING ON THE FLY
- PRIORITY SETTING
- ACTION ORIENTED
- BUILDING EFFECTIVE TEAMS
- APPROACHABILITY
- CUSTOMER FOCUS
- INTEGRITY AND TRUST
- MANAGING DIVERSITY
- PROBLEM SOLVING
- LISTENING



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Lower Valley Crisis & Support Services
P.O. Box 93 Sunnyside, Washington 98944
Ph. 509 837-6689 –Fax 509-837-6918
Toll free 1-877-604-7432
A United Way Agency

POSITION TITLE: Domestic Violence Advocate

REPORTS TO: LVCSS Executive Director

SUMMARY: Provide advocacy, support, and crisis intervention to victims of domestic violence.

DUTIES AND RESPONSIBILITIES:

1. Provide confidential medical, legal, or general advocacy for individuals victimized by domestic violence.
2. Provide crisis intervention support to victims of domestic violence.
3. Identify and develop a plan for the safety of the victims(s).
4. Screen incoming clients to identify the services needed.
5. Provide advocacy to clients with a clear understanding of community services and support available for their situations.
6. Coordinate with other agencies in planning and linking clients to referral services (for example: legal, medical, social services, financial, and/or housing).
7. Provide transportation for clients as needed and provide LVCSS with a current copy of car insurance and driver's license.
8. Promote cooperation between LVCSS and community resources as a member of interagency teams as assigned.
9. Assist in the development, scheduling, arranging and implementing of domestic violence awareness, prevention and outreach efforts in the community.
10. Assist in the development, scheduling, arranging and implementing in-service training and education with other medical, emergency, law enforcement and schools and community agencies.
11. Maintain appropriate confidential documentation of clients' files as required by LVCSS policy and procedures, pursuant to the state RCW and WAC standards.
12. Attend and offer input at staff meetings, cooperate with staff and fellow advocates to provide quality advocacy to agency clients.
13. Provide care follow-up as caseload allows.
14. Provide advocacy for shelter residents, including but not limited to; assisting with the daily living needs of shelter residents, including access to phone, food, medications, and personal care items, transportation; perform routine chores and cleaning tasks to ensure the safety and cleanliness of the shelter facility, facilitate cooperative living and peer support. Model and actively promote positive, nurturing interactions between adults and children in shelter; back-up coverage as needed.
15. Willing to volunteer /advocate at least three (3) days per month, after hours and weekends for the 24-7 Crisis Line.
16. Conduct prevention activities as outlined in the DSHS contract.

17. Conduct the Domestic Violence Clinic.
18. Other duties deemed necessary by the Executive Director.

EDUCATION REQUIREMENTS:

1. Must have a high school diploma or equivalent. Bachelor of Arts degree in social services or related field preferred, education can be substituted with experience;
2. Bilingual Spanish
3. Must be able to communicate verbally and in writing in a professional manner with clients, peers, and representatives of the community agencies.
4. Must have completed 20 hours of domestic violence basic advocacy training, in addition to maintaining 20 hours of Domestic Violence continuing education.
5. Must have completed 30 hours of sexual assault advocate core training, in addition to maintaining 12 hours of sexual assault continuing education as mandated by LVCSS policy*.
6. Must be familiar with the dynamics and history of domestic violence, sexual abuse/assault and relevant community resources.
7. Must have an understanding of how medical, legal, and social services respond to victims of domestic violence.

KNOWLEDGE, SKILLS AND ABILITIES:

Fluency in Spanish and English
Effective oral and written translation skills
Empathetic nature and sensitivity to victims in crisis
Excellent oral and written communication skills
Ability to complete tasks with minimal supervision;
Sensitivity to the needs of agency clients and ability to maintain confidentiality;
Basic computer skills;
Knowledge of human service delivery systems and systems advocacy;
Knowledge of the connection between domestic violence and oppression;
Experience, ability and willingness to work as a team with diversified staff, volunteers and constituents;
Ability to work supportively with women and children.
Knowledge of or experience working with people from diverse groups.
Acceptance of cultural, racial, religious, affectional preference and economic differences between people.
Ability to work independently and as part of team to deliver services;
Dependable transportation and valid Washington State Driver's License.

Employee signature _____
Date

Executive Director _____
Date

DOMESTIC VIOLENCE ADVOCATES CONTINUING EDUCATION REQUIREMENTS:

Based on the date of hire with the domestic violence agency, staff providing supportive services and staff supervisors must obtain an annual minimum of twenty hours of continuing education training beginning in their second year with the domestic violence agency, and in every year thereafter as follows:

- A minimum of ten hours must be live training on topics specifically focused on serving victims of domestic violence and their children.
- The remaining ten hours of training may be satisfied through self-study on topics specifically focused on serving victims of domestic violence and their children.
- 12 hours of on-going sexual assault advocate training.

LICENSES AND SPECIAL REQUIREMENTS: Valid Washington State Driver's License and vehicle insurance; no prior felony convictions, commitment to the purpose of the Lower Valley Crisis and Support Services. Support of the United Way encouraged.