



Job title	Community Services Advocate
Reports to	Community Services Manager
FLSA:	Non-Exempt; Full-Time
Department	Community Services

Job purpose

Under the direction of the Community Services Manager, the Community Services Advocate is responsible for engaging with the community at large promoting prevention and education in an effort to end the cycle of intimate partner violence and exploitation. Utilizing a trauma-informed and survivor-driven care approach, the Community Advocate provides one-on-one survivor support, trainings, resources, group facilitations, and linkages to services to support the general health and wellbeing of the larger community and survivors. In addition, the Community Services Advocate will address the needs identified by the participants, and will be available to meet with participants wherever it is safe and convenient for the participant.

Duties and responsibilities

- Provide individualized, flexible, support and advocacy to survivors within the community or at WTLC Center
- Develop and facilitate community prevention education trainings and presentations
- Staff resource fairs and community outreach events, marketing WTLC's services and connecting survivors to support
- Work in collaboration with advocates, legal services advocates, and clinical advocates to link survivors to resources and provide referrals in their own community
- Facilitate empowerment support groups that promote establishing healthy relationships
- Outreach to survivors through weekly advocacy calls and hotline support, providing referrals and crisis intervention
- Participate in collaborative and partner agency meetings, as assigned
- Network with schools, businesses, faith communities, and service providers to provide trainings and presentations
- Establish collaborative relationships with outside agencies and maintain communication with agencies, staff, and survivors
- Maintain statistical information (advocacy/group sign-in sheets, community meeting sign ins etc., Apricot, funder data points, and tracking sheets)
- Provide support to all other program staff, as needed; participate in staff meetings
- Attend all mandatory meetings and trainings to enhance knowledge and skills and keep informed of the organization's plans and programs, as assigned
- Assist law enforcement with domestic violence & human trafficking support through ride-alongs, as assigned
- Adhere to WTLC's policies and procedures at all times, especially around survivor confidentiality and mandated reporting

- Other duties as assigned

Qualifications

- BA in social services/related field, and minimum of 2 years experience equivalent of both, experience with survivors of trauma
- Bilingual in Spanish – the prevailing non-English language of participants. Other languages are considered
- Experience serving diverse communities
- Experience in, or knowledge of, crisis intervention and trauma-informed
- Independent worker, flexible, dependable, self-starter, strong decision-making skills
- Strong communication skills, courteous phone voice, detail-oriented
- Ability to handle a variety of projects concurrently, strong follow-through abilities
- Public speaking experience
- California State 40-Hour Domestic Violence and Human Trafficking Training Certified; Sexual Assault Training
- Has not been a resident of WTLC or any other domestic violence shelter for three years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Possession of working mobile phone with calling and data plan
- Successful completion of a pre-employment background check
- Positive representation of WTLC within the community

Working conditions

Alternate work schedule (4/10) with weekend and some evenings shifts; flexibility to provide coverage on holidays and as needed. In addition, must be available to cover assigned overnight on-call hotline duties.

Physical requirements

Regularly required to sit and use hands to fingers; intact vision abilities required
Occasionally required to lift and/or move heavy objects

Equal Opportunity Employer

WTLC is an **equal opportunity employer**. All applicants will be considered for **employment** without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status." an equal opportunity employer.

TO APPLY FOR THIS POSITION SEND RESUME, COVER LETTER AND THE FOLLOWING QUESTIONS TO info@wtlc.org

Position: Community Advocate

Questions:

1. Why did you leave your last place of employment? Or why do you wish to leave?
2. Why are you interested in applying for this position?
3. What is the pay-range you will accept for this position? Please provide a numerical range.
4. We provide an alternative work schedule for our staff (4/10 schedule). Are you also flexible to provide coverage as needed?
5. Are you able to communicate and work with clients whose primary language is Spanish?
6. What types of domestic violence and human trafficking specific experience have you completed? What is your experience with these populations.