



Job title	Advocate
Reports to	Manager of Client Services
FLSA:	Non-Exempt; Full-time
Department	Client Services

Job purpose

Under the direction of the Manager of Client Services, the Advocate is responsible for the assessment, planning, facilitating, coordinating care, and advocating for services and resources to meet the needs of individuals and families affected by domestic violence and exploitation. Utilizing a trauma-informed care approach, the Advocate will support participants to obtain the resources they need to minimize the risk of future abuse. Advocates will address the needs identified by the participant, 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
- Work in collaboration with Clinical, Legal Services, and Community Services Advocates to link survivors to resources and provide referrals in their own community
- Assess and help identify participant's strengths and goals
- Provide support and resources that strengthen families and child development
- Support participants in creation and evaluation of safety plans, provide education on their rights and connect them to community services and resources
- Facilitate support groups and workshops for participants at the Center or in the community
- Establish collaborative relationships with outside agencies and maintain communication with agencies, staff, and survivors
- Complete and maintain participant records that document services provided; input data entry into database (Apricot)
- Attend all mandatory meetings and trainings to enhance knowledge and skills and keep informed of the organization's plans and programs, as assigned
- Responsible for scheduling and maintaining a caseload of both center and community-based participants.
- Provide support to all other program staff, as needed
- Transport participants and/ or their children to various locations as needed
- Other duties may be 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.

I have received a copy of this job description and reviewed it with my supervisor.

Employee’s Signature

Date

Supervisor Signature

Date

Executive Director Initials: _____