

Family Crisis Center of East Texas

(Women's Shelter of East Texas, Inc.)

Job Description

Job Title: Residential Advocate
Dept./Program: Shelter/Outreach – Victim Assistance Program
Reports to: Program Director
FLSA Status: Non-Exempt
Approved by: Executive Director
Approval Date: April 2018

POSITION SUMMARY:

Plans, coordinates, and implements the agency's victim assistance services to residential victims of domestic violence and sexual assault.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Provides and ensures "Resident Orientation" orally and in writing within 16 hours, for clients entering the Shelter. Ensures documentation of resident orientation.

Provides crisis interventions, safety planning, information and referral to other agencies and agency services to residential victims of abuse.

Assist in providing a "Legal Needs Assessment" for residential victims to provide referral as needed including screening victims for Protective Order and Emergency Protective Order eligibility.

Provides comprehensive case management and assists with transitional housing assessments.

Assist in advocating for services within the community for residential victims.

Provides hotline and advocacy services, assesses caller's needs, determines eligibility for shelter admission, and makes appropriate referrals.

Makes referrals for advocacy services, housing and self-sufficiency opportunities, legal assistance and counseling for residential clients based on client needs.

Attends client entrance interviews for Transitional Housing.

Record timely and appropriate documentation in agency client record system to reflect delivery of services.

Assist with community presentations when needed.

Performs specialized duties for assessment of clients' needs.

In accordance with the philosophy of the agency, may be required to carry out or assist with other tasks in addition to the duties listed above.

MISCELLANEOUS:

Attends and participates in agency staff meetings and other agency functions as directed by Supervisor and/or Executive Director

Attends conferences as directed by Supervisor and/or Executive Director

Other duties as assigned by Supervisor and/or Executive Director

Believes in, promotes and acts in accordance with the agency's mission and goals

This position is funded by a grant and is subject to elimination if the grant funding ends

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to aid individuals with disabilities to perform the essential functions.

EDUCATION, TRAINING AND/OR EXPERIENCE:

Bachelors degree with a minimum of two (2) years work or volunteer experience in victim assistance services preferred, or, Associates degree in social services field with four (4) years work or volunteer experience in victim assistance services, or, high school diploma with a minimum of ten (10) years work or volunteer experience in victim assistance services preferred. Experience and knowledge of family violence theory preferred.

LANGUAGE SKILLS:

Ability to read and interpret documents such as policies and procedures of agency and VOCA Grant. Ability to write accurate and precise reports and correspondence. Ability to communicate on a consistent basis in a helpful and courteous manner. Ability to speak effectively before groups and clients.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as addition, subtraction, multiplication and division, as it applies to practical situations.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in

standardized situations. Ability to organize workloads and set priorities to carry out assigned tasks in a timely manner. Ability to manage multiple duties. Ability to demonstrate discretion and common sense.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have and maintain a valid Class C Texas Driver's License and proof of current insurance. Must have and maintain an acceptable criminal record check.

PHYSICAL DEMANDS:

This job requires frequent sitting, walking and standing. Frequent telephone contact. Frequent local travel. Occasional reaching, lifting up to 20 lbs. Reasonable accommodations may be made to aide individuals with disabilities to perform the essential functions. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to aide individuals with disabilities to perform the essential functions. Frequent exposure to communicable diseases. Frequent exposure to clients with addictions or psychiatric disorders. Occasional exposure to irritating or caustic substances (i.e. cleaning fluids, bleach).

SIGNATURE BLOCKS	
I acknowledge receipt of the above Job Description	
_____	_____
Employee	Date
I have reviewed the Job Description with the employee	
_____	_____
Supervisor	Date