



Family Advocate

Job Description

Title: Family Advocate

Reports to: Residential Services Manager

FLSA Status: Non-Exempt

Wages: \$20.43/hour

Job Type: Full-Time

Schedule: Monday- Friday; 4pm-12am

Location: Hidden Valley House Shelter (North County)

Summary: Under combined supervision by the Residential Services Manager, performs work of moderate difficulty in a shelter facility. The Family Advocate is responsible for client program assessment and intake, client advocacy services, and arranging ancillary services for clients in Residential Programs, including emergency shelter, long-term housing, and support services.

Essential Functions:

- Assist with day to day operations of the shelter including specific needs of residents.
- Provide emergency counseling for survivors and secondary survivors of intimate partner violence and sexual assault both in-person and over the hotline.
- Determine appropriateness and eligibility of individuals for both emergency and/or long-term shelter programs.
- Carry out a needs assessment of all incoming residents to assist in creation of personalized goal plan.
- Monitor client progress on goal plans through regular client sessions, providing advocacy services and resources as necessary.
- Plan and facilitate house meeting with shelter clients.
- Ensure ongoing familiarization with all CCS programs and services.
- Participate in cross-training and team collaboration efforts.
- Establish and maintain relationships with community agencies.
- Process documentation and prepare reports relating to contact with clients and callers through Efforts to Outcomes (ETO).
- Maintain the highest levels of accuracy in record-keeping and reporting, ensuring that all client files and documentation are complete and up-to-date.
- Maintain client confidentiality by protecting client information and ensuring that appropriate paperwork is understood and completed by clients
- Assist with daily janitorial needs of the facility.
- Follow agency protocol for maintaining timekeeping records in required formats.
- Other duties as assigned



Job Requirements:

Education:

- Bachelor's Degree in social science-related field or equivalent combination of education and experience.

Experience:

- Bilingual oral and written fluency in Spanish.
- Experience in the field of family violence intervention, client services, and/or crisis intervention.
- Experience working in a multi-cultural setting.

Preferred Experience:

- Two years' experience in residential-based client services.

Core Competencies:

- Excellent written and oral communication skills
- Computer proficiency with Microsoft Office Applications (Word, Excel, Outlook, Power point, Access)
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Ability to maintain a proactive approach and execute all duties in their entirety
- Maintain confidentiality and professionalism at all times

Working Environment:

This job operates in a communal housing facility. Must maintain personal cell phone for work-related purposes. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in communal housing. This position is classified as critical and essential under Public Health Authority.

Physical Demands:

The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. While performing the duties of this job, the incumbent is regularly required to see, talk and hear. The incumbent frequently is required to stand, walk, go up and down stairs, stoop, bend, use hands to finger, handle or feel, and reach with hands and arms. Must be able to carry up to 50lbs.

Travel:

Some travel may be required. Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours

The schedule for this position is Monday to Friday 4pm -12am. All holidays landing on this schedule will be the responsibility of the incumbent unless otherwise requested and approved by a Supervisor. Occasional weekend work may be required as job duties demand.

To Apply: Please submit a resume and cover letter to Jenna Pinkham at CWood@ccssd.org

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