

JOB DESCRIPTION

Position Title: Advocacy Support Facilitator
Reports to: Residential Services Manager
Status: Non-exempt
Location: East County/North County
EEO: 5 WC: 8810

Department: Housing & Advocacy Services
Wages: \$18.03/hr (approx \$37,500/yr) starting
Category: Full Time/ Part Time

CCS Summary: *Since 1969, Center for Community Solutions (CCS) has been creating safe and healthy communities with a core emphasis on the prevention and intervention of sexual assault and relationship violence. Our mission is to end relationship and sexual violence by being a catalyst for caring communities and social justice. CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.*

Position Summary: Under the supervision from the Residential Services Manager, provides direct client advocacy services and programmatic support, including administrative and data management, during the night shift. As the sole residential staff member on overnight shift, the Advocacy Support Facilitator (ASF) is responsible for the provision of the following for clients: in-depth needs assessments, crisis intervention methods, supportive coping skills, motivational interviewing, and resource navigation. The ASF is expected to be highly skilled in teaching coping skills on the spot to work through current nightmares, flashbacks, and/or insomnia related to their trauma. Works with the entire CCS team to ensure the timely, effective, and seamless provision of services to survivors of violence, professionals, donors, and other individuals who contact CCS seeking assistance, information, resources, support, or referrals. Responsible for documentation of service delivery using Efforts to Outcomes (ETO) data management system. Provides in-depth crisis intervention for hotline callers, eligibility and needs assessments to callers seeking shelter and services, and conflict resolution or mediation for shelter residents when necessary. Responsible for the nighttime safety of the shelter including safety checks, safety planning and enacting of client emergency plans when necessary. Responsible for shelter maintenance and many housekeeping duties while on shift, including preparation of units and cleaning common areas. Must commit to working a minimum of five holidays per year based on the needs of the program.

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.

Essential Job Functions:

1. Direct Service/Advocacy

- Provide direct crisis intervention and safety planning for all residents and hotline callers along with initial assessment to determine the eligibility of an individual or family for consideration in emergency and/or long-term shelter programs.
- Provides eligibility assessments through trauma-informed best practices with inclusion of all populations and survivors accessing services. Enlists responsible and independent decision making regarding the survivors and program when accepting new residents.
- Provide direct coping skills education to clients while guiding them through techniques in the moment of crisis. Following up with psychoeducation around techniques when necessary.
- Provide emergency counseling for survivors of intimate partner and/or sexual violence over the phone or in person, including knowledgeable safety planning, supportive information and referrals, education regarding the dynamics of intimate partner violence and/or sexual assault.
- Provide resource navigation about various external systems such as law enforcement, court systems, child welfare as well as internal CCS services. Provide accurate information of all CCS services.

- Provide incoming residents with an orientation to the facility, the program, and communal living. As appropriate, provide residents an overview of available services and make referrals for counseling, legal assistance, medical services, transportation, childcare, food and clothing banks, financial aid, housing programs, and other resources.
- Assist clients by offering support toward their basic needs with arrangements for transportation, food, clothing and medical needs (e.g. distributing diapers, allowing clients access to their medication, etc.).
- Teach and assist life skills around communal living to residents such as laundry use, cooking for their family, navigating public transportation.
- Carry out at least hourly walk-thrus of the facility throughout the shift, with a focus on the general safety, cleanliness and well-being of the clients and facility. Address pressing safety and health concerns; take action and document all other concerns for follow-up by appropriate staff.
- In emergency situations, provide immediate crisis intervention, conflict resolution, mediation, and in-depth safety planning around personal safety and facility safety. Use informed sound judgment to make appropriate decisions warranted by each situation.
- Respond to hotline support calls by providing crisis counseling, giving information and referrals, answering requests from law enforcement and medical providers, and responding to requests for forensic exam accompaniment according to protocol.
- Enlist training to carry out suicide assessment with residents and hotline callers. Provide appropriate supports surrounding assessment outcomes. Communicate client needs and support needs to other staff members.
- Facilitate the process by which clients exit the shelter safely including preparing the facilities for the entry of new clients. Prepare units, make beds, prepare files, and have immediate needs prepared for next clients.
- Provide support to Residential Services Manager around inventories of supplies and shelter needs. Create supply orders and have turned in in a timely manner.
- Facilitating client satisfaction survey, and helping coordinate client's exit from property.
- Communicate advocacy services provided and important information to set up other staff members for success.
- Maintain professional relationships with clients to create an atmosphere of empowerment, empathy, safety, and support.
- Work to eliminate barriers to service, particularly for survivors from historically oppressed communities. Document work efforts to develop more effective ways to reach and serve underserved populations.
- Facilitate client emergency plans, facility disaster plans, and participate in monthly fire drills.
- Engage clients throughout shifts regarding shelter upkeep in a supportive manner.
- Provide tailored educational client engagement activities, including psychoeducation and coping skills.

2. Upholding Program Standards

- Promote the safety and well-being of clients by modeling and encouraging healthy communication, safety-focused decision-making, and acceptance of diversity.
- Meet agency standards in regards to professionalism, safety, and service delivery when interacting with clients, community members, agency staff, and the general public.
- Ensure ongoing familiarization with all CCS programs and services, including accessibility to different programs, ways of referring and making seamless provision of client services through out CCS.
- Work as a team with all other CCS departments to provide comprehensive client services when needed. Participate in cross-training and team collaboration efforts.
- Maintain client confidentiality by protecting client information and ensuring that appropriate paperwork is understood and completed by clients (e.g. consent for services forms and release of information forms when collaborating with other programs/entities). Adhere to agency policies and protocols related to the security of electronic client service records.
- Work as part of CCS' team to provide effective and culturally-humble services in a caring environment to diverse clientele.

3. Teamwork and Collaboration

- Serve as a contributing member of the Residential Services Team by participating in meetings with supervisor, agency, as well as trainings and development opportunities as assigned.

- Ensure consistent, quality service delivery and effective communication of service delivery. Uphold residential best practices in services.
- Maintain a working knowledge of domestic violence and sexual assault/abuse providers in San Diego County. Foster and maintain constructive working relationships with key community members.
- Train, oversee, schedule, and coach volunteers and interns for shelter/hotline program. Become facilitator of “on the job” training portion of volunteer onboarding. Engage volunteers on a regular basis.

4. Program Administrative Responsibilities

- Accurately and thoroughly document contact with clients and hotline callers in a timely manner through Efforts to Outcomes (ETO), the agency database program for client services.
- Enter data into forms or electronic data management systems while ensuring client confidentiality according to protocols.
- Actively participate in regular supervision and agency and departmental meetings, including monthly team meetings.
- Maintain the highest levels of accuracy in record-keeping and reporting, ensuring that all client files and documentation are complete and up-to-date and submitted to supervisor as directed.
- Upon consulting with the Residential Services Manager, complete telephonic and written abuse reporting in compliance with legal requirements.
- Accurately document hours worked using designated electronic time-keeping program. Submit timesheets and personnel paperwork (e.g., check requisitions) according to agency standards and due dates.
- Carry out other duties as necessary to ensure organizational success. All CCS staff members are encouraged to be flexible and responsive to changes in scope of duties.

Secondary Responsibilities:

- Assist with maintenance of the emergency shelter facility enlisting vendors when emergencies arise as well as documenting maintenance needs.
 - Carry out consistent housekeeping duties to assist with the upkeep of the shelter facility including daily removal of trash, common area clean ups, house laundry, and maintenance needs.
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Essential Job Requirements:

EDUCATION

- Bachelor’s degree in social science field, or equivalent combination of education and related experience.

EXPERIENCE

- 2 years experience in the field of intimate partner violence/sexual assault intervention or prevention, client services, and/or crisis intervention.
- Experience working in a multi-cultural setting.

REQUIRED SKILLS, KNOWLEDGE, SPECIALIZED TRAINING

- Must commit to working a minimum of five holidays per year based on the needs of the program.
- Following the successful completion of the CCS’ California State-approved Domestic Violence and Sexual Assault Crisis Intervention Training, complete a minimum of 12 hours of ongoing training per year as required by Cal OES.
- Excellent interpersonal communication and phone skills. Proactive problem-solving and conflict resolution skills.
- Demonstrated knowledge of intimate partner violence and sexual assault issues and their impact on families.
- Proficiency in Microsoft Word, Excel, and Outlook, as well as data entry and internet research. Comfort in computer network environment.
- Ability to understand and carry out oral and written instructions.
- Excellent time management skills. Ability to prioritize multiple tasks in order to meet deadlines.
- Ability to work independently with general supervision.
- Excellent problem-solving skills, judgment, and ability to plan and accomplish projects.

- Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, and religious backgrounds and an ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment.

PREFERRED SKILLS OR QUALIFICATIONS

- Bilingual oral and written fluency in Spanish and English strongly preferred.
- Experience in residential-based client services.

PERSONAL CHARACTERISTICS

- Commitment to CCS' mission, vision, and values.

PRE-EMPLOYMENT REQUIREMENTS

- Live Scan criminal background check.
- Access to a personal vehicle, a valid California driver's license, and proof of automobile insurance.
- Proof of a TB test showing individual is negative for infectious tuberculosis.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Must be willing to transport clients in personal vehicle.
- Must be able to sit for long periods of time.
- Frequent repetitive hand use and simple grasping, e.g., desk and computer functions.
- Occasional standing, walking, kneeling, bending, twisting, pushing, pulling, reaching above and below the shoulder.
- Ability to lift and carry up to 25 lbs.
- Availability for some evening and weekend hours to attend required trainings and staff meetings.
- Ability to work in domestic violence, sexual assault, and stalking fields, which, at times, inherently create safety concerns.

To Apply: Please send your resume and cover letter to Jenna Jones JJones@ccssd.org