

## JOB DESCRIPTION

Position Title: <u>Family Advocate</u>	Department: <u>Housing and Advocacy Services</u>
Reports To: <u>Residential Services Manager</u>	Wages: <u>\$20.44 hour (\$42,500/year) starting</u>
Status: <u>Non-Exempt</u>	Category: <u>Full-time</u>
Location: <u>Hidden Valley House Shelter</u>	Hrs/Schedule: <u>40 hrs/week; Varied 8-hour shifts M-F</u>
EEO Code: <u>2 Professional</u>	WC Code: <u>8804</u>

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**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 supervision of the Residential Services Manager, provides direct needs assessments, program assessment and intake for clients seeking Residential support through emergency shelter or long-term housing. Provides client advocacy services throughout the client's stay in Residential programs including coordination of CCS supportive services, resource and system navigation support based on individual needs of clients. Family Advocates are responsible for the provision of the following for client; in depth needs assessments, crisis intervention methods, facilitating and educating on supportive coping skills, motivational interviewing, and knowledgeable resource provision. Assists Residential Services Manager in creating and maintaining a strong network of collaborative partners that offer services to benefit residential clients. Works with the entire CCS team to ensure 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 of documentation of service delivery using Efforts to Outcomes (ETO) data management system. Provides in-depth crisis intervention for hotline callers, eligibility and needs assessments for callers seeking shelter and services, and conflict resolution or mediation for shelter residents when necessary. Responsible for shelter maintenance and many housekeeping duties including preparation of units and common area cleaning.

### Essential Job Functions:

#### 1. Direct Service/Advocacy

- Provide direct crisis intervention and safety planning for all shelter/hotline callers along with initial assessment to determine the appropriateness/eligibility of an individual as a client 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 independent decisions making with responsibility to the survivors and program when accepting new residents.
- Provides direct coping skills education to clients while guiding them through techniques in the moment of crisis.
- Provide incoming residents with an orientation to the facility, the shelter program, and communal living.
- Carry out an in depth needs assessment with all incoming residents to assist in the creation of a personalized goal plan led by the client. Provide resources and referrals in support of their individualized plan. Hold regular client sessions providing advocacy services and resources as necessary to assist clients in meeting their goals. Conduct risk assessment for clients as needed.
- Help assess clients on multiple categories of self-sufficiency through multiple life domains to assess program effectiveness.
- 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 as needed.

- Provide resource navigation about various external systems such as law enforcement, court systems, CPS as well as internal CCS services. Provide accurate knowledge of all current CCS services.
- Plan and facilitate occasional house meeting with emergency shelter clients, focusing on community building and conflict resolution among residents.
- Maintain professional relationships with clients to create an atmosphere of empowerment, empathy, safety, and support.
- Teach and assist with life skills around communal living to residents such as laundry use, cooking for their family, navigating public transportation.
- In emergency situations, provide immediate crisis intervention, conflict resolution, mediation, and in depth safety planning around personal safety and facility safety. Use knowledgeable judgement to make appropriate decisions warranted by situation.
- Communicate advocacy services provided and important information to set other staff members up for success in future shifts. Communicate all immediate or emergency needs to supervisor or on-call management.
- Enlist training to enter into full suicide assessment with residents and hotline callers. Provide appropriate supports surrounding assessment outcomes. Communicate client needs and support needs to other staff members.
- Engage clients throughout shifts with shelter chore conversations in a supportive manner.
- Provide unique and educational client engagement activities including psychoeducation and coping skills.
- Facilitate the process by which clients exit the shelter safely including preparing the facilities for the entry of new clients, facilitating exit survey, and helping coordinate client's exit from property.
- Communicate/review clients' activities and important information regarding shelter safety at every shift change.
- 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 minority/underserved populations.

## *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 throughout 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 as necessary.
- 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.
- Work as a team with all other CCS departments to provide comprehensive client services. Participate in cross training and team collaboration efforts as needed.
- Work with other advocates and Advocacy Support Facilitators to ensure consistent, quality service delivery and effective communication of service delivery and client needs.

- Assist the Residential Services Manager in establishing and maintaining relationships with community agencies to support clients.
- 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.
- Provide training to paid staff, volunteers, and community partners on sexual assault, domestic violence, and other related issues.

#### 4. 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.
- Ensure contact with clients and hotline callers are accurately and thoroughly documented in a timely manner through Efforts to Outcomes (ETO), the agency database program for client services.
- 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.
- Assist the Residential Services Manager in the recruitment and coordination of program volunteers and special activities.
- Complete telephonic and written abuse reporting in compliance with legal requirements, upon consulting with the Residential Services Manager.
- 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.

#### Secondary Responsibilities:

- Assist with maintenance of the emergency shelter facility, enlisting vendors as emergencies arise as well as documenting maintenance needs.
- Plan and facilitate support groups for clients that include psychoeducation, skill development, outlets for expression in partnership with Residential Services Manager.
- Train, supervise, schedule and evaluate volunteers and interns for shelter/hotline programs, as needed.
- Carry out other duties as necessary to ensure organizational and program success.

#### 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, client services, and/or crisis intervention.
- Experience working in a multi-cultural setting.

##### REQUIRED SKILLS, KNOWLEDGE, SPECIALIZED TRAINING

- Bilingual oral and written fluency in Spanish.
- Excellent interpersonal communication and phone skills. Proactive problem-solving and conflict resolution skills.
- Professional presentation and an ability to motivate program participants.
- Knowledge of domestic violence and sexual assault issues and their impact on families.
- Proficiency in MS Word, Excel, and Outlook, as well as data entry and internet research. Comfort in computer network environment.
- 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.

- Following the successful completion of the CCS' California State-approved 65-hour Domestic Violence and Sexual Assault Crisis Intervention Training, complete a minimum of 12 hours of ongoing training per year as required by CalOES for staff that provide direct client services.

PREFERRED SKILLS & QUALIFICATIONS

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

PERSONAL CHARACTERISTICS

- Commitment to CCS' mission, vision, and values.
- Capacity to balance and provide self-care while meeting the demands of a crisis-focused position.

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 lift and carry 20 pounds.
- Ability to sit for prolonged periods.
- Ability to work in domestic violence, sexual assault and stalking fields, which at times inherently create safety concerns.
- Availability for some evening and weekend hours to attend required trainings and staff meetings.

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**To Apply: Please email your resume and cover letter to Colleen McMurtry at [CMcmurtry@ccssd.org](mailto:CMcmurtry@ccssd.org)**