



# Advocacy Support Facilitator

## Job Description

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**Title:** Advocacy Support Facilitator

**Reports to:** Residential Services Manager (HVH) or Residential and Hotline Services Manager (PSH)

**FLSA Status:** Non-Exempt

**Wages:** 18.03/hour

**Job Type:** Part Time

**Location:** Hidden Valley House (North County); Project Safe House (East County)

**Shifts:** Monday-Sunday; 8am-4pm; 4pm-12am; 12am-8am

**CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.**

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**Summary:** The Advocacy Support Facilitator 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. Performs work of moderate difficulty in a shelter facility.

**Essential Functions:**

- o Assist with day to day operations of the shelter including specific needs of residents.
- o 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.
- o Provide resource navigation about various external systems such as law enforcement, court systems, child welfare etc.
- o Ensure ongoing familiarization with all CCS programs and services.
- o Teach and assist life skills around communal living to residents.
- o Participate in cross-training and team collaboration efforts.
- o Process documentation and prepare reports relating to contact with clients and callers through Efforts to Outcomes (ETO).
- o Maintain the highest levels of accuracy in record-keeping and reporting, ensuring that all client files and documentation are complete and up-to-date.
- o Maintain client confidentiality by protecting client information and ensuring that appropriate paperwork is understood and completed by clients
- o Assist with daily janitorial needs of the facility.
- o Follow agency protocol for maintaining timekeeping records in required formats.
- o Other duties as assigned

**Job Requirements:**

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**Education:**

- High School Diploma, G.E.D., 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.

**Preferred Experience:**

- Bilingual oral and written fluency in language other than English strongly preferred.
- One years' experience in residential-based client services.

**Scheduling Requirement:**

- Five (5) holiday shifts minimum

**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 respectful communication 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 (5% within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

**Work Hours**

All holidays landing on the assigned schedule will be the responsibility of the incumbent unless otherwise requested and approved by a Supervisor.

**To Apply:**

Please submit your cover letter and resume to Colleen Wood at [Cwood@ccssd.org](mailto:Cwood@ccssd.org)