

SafePlace Job Description

Job Title:	Staff Relief Advocate – Community Services
Reports to:	Community Services Program Manager
FLSA Status:	Non-Exempt
Salary Range:	Schedule C
Normal Work Schedule:	Variable schedule: A Staff Relief Advocate provides coverage for regular staff, as requested by a supervisor; must be available for on call shifts for sexual assault response program (SARP) and helpline, community services walk-in and help-line shifts, childcare shifts, legal advocacy, and front desk reception.
Benefits:	Paid Time Off and an Employee Assistance Program provided. Staff Relief Advocates will be paid time-and-a-half for holiday coverage.

SUMMARY

Advocate for survivors of sexual and domestic violence, perform crisis intervention and ongoing advocacy in person and on the phone and provide clients with referrals and other information. Assess survivors' current situation and develop safety plans. Perform general administrative duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Essential Duties and Responsibilities of this position include the following. **Other duties may be assigned.**

1. Provide emotional support and advocacy services to sexual and domestic violence clients.
 - Provide clients with crisis intervention counseling, advocacy, resources, referrals, safety planning and other requested information.
 - Provide a broad range of advocacy services to clients, including medical and legal advocacy, support groups, referrals, and other emergency support services.
 - Provide in-person sexual assault response.
 - Be available for a minimum of four regularly scheduled full shifts each week or two 24 hour periods of availability in a week.
 - Screen for support groups.
 - Provide childcare as needed in community services.
 - Remain knowledgeable of shelter and agency guidelines and procedures so independent decisions may be made during life-threatening and other emergency situations.
2. Provide appropriate documentation of client contact.
3. Maintain appropriate documentation of shift activities.
4. Perform general administrative tasks regarding client assistance.
 - Update information, as needed, regarding community resources.
 - Perform other assigned administrative support tasks.
5. Provide reception coverage at the Community Services Center front desk, as needed.
6. Participate in on call rotation calendar.
7. Attendance at community and direct services meetings; other meetings, as required.
8. Provide support agency-wide, as needed.
9. Perform duties as described in a culturally responsive manner.

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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS

- * High school diploma or general education degree (GED) required.
- * Completion of the initial SafePlace Advocate Core Training (ACT). Experience or training in the following areas may be considered in lieu of the before mentioned qualifications: counseling and/or advocacy services, social work, or other social service agency work.
- * Experience providing crisis intervention and/or sexual assault and domestic violence advocacy.
- * Experience providing services in a culturally relevant manner in the performance of duties.
- * Experience with basic computer skills, including word processing, and knowledge of the Internet and e-mail.
- * Experience in prioritization and problem solving.
- * Experience with effective communication, both verbally and in writing.
- * Competent in resolving conflicts and setting boundaries.
- * Willingness to participate in clear and timely communication with supervisor concerning availability for filling shifts and reporting any changes in availability.
- * Ability to organize effectively.
- * Ability to handle detailed work accurately and to handle multiple tasks efficiently.
- * Ability to work independently.
- * Ability to handle stress effectively.
- * Ability to react calmly and quickly to emergency situations.
- * Ability to maintain a positive attitude in a crisis intervention work environment.
- * **Have a car and current automobile liability insurance or have access to transportation to respond to offsite locations within 20-30 minutes, and a telephone.**
- * Commitment to the need for client and agency confidentiality.
- * Agreement with the SafePlace philosophy statement.

PREFERRED QUALIFICATIONS

- * Bilingual/bicultural in Spanish or Asian languages and English.
- * CPR/first aid training certification.

INTERPERSONAL SKILLS

To perform this job successfully, an individual must possess the following interpersonal skills:

1. Ability to establish and maintain effective working relationships with supervisor, employees, and volunteers.
2. Ability to effectively work and communicate as a team member with a diverse staff.
3. Ability to respond to crisis, set limits and maintain healthy boundaries.
4. Ability to resolve conflicts in a fair and respectful manner.
5. Ability to interact in a confidential manner that is sensitive to the needs of agency clients.
6. Ability to maintain a positive attitude in a crisis intervention work environment.

COMMUNICATION SKILLS

To perform this job successfully, an individual must possess the following communication skills:

1. Ability to read and comprehend instructions, memos, training material, and policies and procedures.
2. Ability to write objective entries in client records, meeting minutes, and informational memos and log entries.
3. Bilingual/bicultural in Spanish or Asian languages and English preferred.

REASONING ABILITY

To perform this job successfully, an individual must possess the following reasoning abilities:

1. Ability to identify and solve problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

2. Ability to identify gaps in standardized procedures and formulate proposed solutions.

MATHEMATICAL SKILLS

To perform this job successfully, an individual must possess the following mathematical skills:

1. Ability to accurately add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to perform these operations using units of U.S. currency.

COMPUTER SKILLS

To perform this job successfully, an individual must possess the following computer skills:

1. Basic computer skills and basic word processing, including knowledge of Internet and e-mail.

CERTIFICATES, LICENSES, REGISTRATIONS

1. SafePlace initial ACT training certification.
2. Valid driver's license and current automobile liability insurance
3. CPR/First aid training certifications preferred.

PHILOSOPHIES

To perform this job successfully, an individual must commit to the following philosophies:

1. Commitment to the SafePlace mission and philosophy.
2. Subscribe to the theory of empowerment.

TRAINING REQUIRED

Employee is required to have completed the initial SafePlace Advocate Core Training; equivalent training will be considered in lieu of the initial SafePlace training as a condition of hire. On-the-job crisis line training with staff will be provided after hire. After one year, employee must attend 20 hours of on-going domestic violence training a year, which must include 15 hours advocacy-based counseling and 5 hours of training on providing services and advocacy to individuals from marginalized populations. Further, 12 hours of sexual assault training is required.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to:

1. Remain in a stationary position for long periods of time.
2. Move about inside the office to access file cabinets, office machinery, etc.
3. Operate a computer, telephone, and other office productivity equipment, such as a copy machine, calculator, and computer printer.
4. Communicate with others to exchange information.
5. Lift and/or move objects up to 30 pounds.
6. Move self in different positions to accomplish tasks in various environments including tight and confined spaces.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date