Job Title: Bilingual Victim Advocate

Job Description: Provide the tools needed for the client’s personal path from victim to survivor

Starting salary: 13.00-15.00/hr.

Special Qualifications:

* Commitment to working with Domestic Violence Victims and their children, as stated in the Mission statement for the CCNNM.
* Ability to do conflict resolution, crisis management and act as an advocate for clients who have experience domestic violence who are residents or non-residents.
* Ability to work with other agencies in a professional manner and in the victim’s and their children’s best interest
* Stability, responsibility, good communication skills, maturity, consistency, and good listening skills
* Phone etiquette
* Ability to facilitate life skills groups for resident and non-resident clients
* Ability to aid clients in document preparation for orders of protection, crim victim’s reparation, and referrals to other agencies
* Ability to respect decisions made by clients and network with other agencies
* Ability to support the goals set between the clients and the case manager
* Ability to be a team player and participate in trainings and staff meetings
* Understanding of the multifaceted culture which is represented in the service area
* Ability to legally drive the company vehicle to provide transportation to clients. Must have current driver’s license and proof of insurance on file.
* Bilingual preferred.
* Ability to assist in shelter duties as needed

Duties

* To answer the Crisis Hotline and assist callers with information, support and referrals to other agencies, ability to de-escalate any situation with positive results.
* To provide professional advocacy services for resident and nonresident clients
* To answer phones wen assigned in a cordial, professional manner
* To ensure services are being provided, and are properly documented and billed.
* To attend trainings at times other than regular work hours
* To provide daily life skills groups and individual sessions to resident clients
* To interview clients who are victims of domestic violence and who are in need of protection orders, and/or crisis calls or walk-in crisis clients during the shift and properly document all information received
* To develop individualized schedule of services for resident clients that fit their specific needs
* To maintain individualized schedule with resident clients and provide services as mandated in the schedule
* To ensure that 75% of scheduled hours are dedicated to providing services to victims (when available)
* To ensure that clients receive services at least 60% of the time they spend in shelter
* To participate in maintaining files, progress notes, data gathering, ensuring all documentation is properly in place
* To assist and supervise shelter duties/upkeep
* To arm and disarm the security system in place
* To assist in shelter as needed
* Perform other job-related duties as assigned
* Reports directly to client services coordinator and shelter operations manager