



**Post Date:** March 1, 2019

**Position:** Survivor Advocate

**Scope:** To provide advocacy and case management to survivors in Transitions Family Violence Services Emergency Housing Program. Participants include those receiving emergency housing or hotel housing, rapid re-housing and homelessness prevention services.

**Essential Functions:** *(Essential functions may include, but are not limited to the functions listed below.)*

- Provide emotional support, safety planning, flexible financial assistance and individual case advocacy for survivors of domestic violence who are staying in emergency housing or in hotels.
- Provide information and advocacy regarding public benefits, legal issues, medical care, mental health services, chemical dependency support, financial planning, employment, and other individual needs.
- Provides ongoing case management involving the services above, as well as intensive financial planning and the provision of rental assistance to survivors who are accessing rapid re-housing or homelessness prevention services.
- Incorporates trauma informed best practices into supportive services and advocacy work with survivors.
- Collaborates closely with Housing Advocates to ensure participants are prepared to secure and retain housing.
- Collaborates closely with Youth and Family Advocates to ensure participants' parenting needs are met.
- Collaborates closely with Community Survivor Advocates to identify and support participants who qualify for emergency housing, homelessness prevention or rapid re-housing services.
- Provides information and support to the Mobile Advocacy Program for Survivors (MAPS).
- Facilitates support group(s) as assigned by the Lead Survivor Advocate.
- Maintains complete and appropriate participant files.
- Assists with identifying and supporting community volunteers or professional resources who provide supplemental education for participants.
- Staffs at least one Hotline shift during business hours each month.
- Coordinates interpreter or ASL services for non-English speaking or hearing impaired participants.
- Provides post-exit contact with participants as determined by program needs or funding contracts.
- Supervise interns working in direct services to include Masters of Social Work and Human Services students.
- Maintain VAdata and other statistical data entry and other required documentation and immigration services provided to clients to include services and client contacts.
- Performs other duties as assigned.

**Survivor Triage:**

- Screens survivors to identify which housing services are appropriate to their needs.
- Facilitates entrance into emergency housing or local hotels.

**Data Entry:**

- Enters consistently complete, accurate and appropriate participant and service data into the agency database.
- Responds to to meet data needs identified by the Program Director or data staff.

**Community Networking:**

- Maintains extensive knowledge of community resources for the benefit of survivors.
- Maintains positive working relationships with other domestic violence and service agencies in the community.
- Builds relationships with businesses or other community resources to secure assistance or services for participants and promote Transitions Family Violence Services.
- Attends community meetings as requested by the Lead Survivor Advocate or Program Manager.

**Resource Development:**

- Participates in development events and activities as requested by the Lead Survivor Advocate or Program Manager.
- Provides program information and stores as needed by the development team to build donor support and pursue funding opportunities.

**Team Work and Professional Development:**

- Actively contributes to a positive team environment to ensure the collaboration needed for provision of high quality services to survivors.
- Participates in all staff meetings, team meetings, planning days and agency in-service trainings.

**Education/Experience Requirements:**

- Bachelor's Degree required; Master of Social Work Degree [MSW] preferred

**Qualifications:**

- Commitment to the mission of Transitions Family Violence Services and to the needs to domestic violence survivors.
- At least two (2) years of experience providing survivor-centered advocacy. Related experience in non-domestic violence agency settings will be considered.
- Knowledge about the dynamics of domestic violence and the impact of trauma on survivors and their children.
- Experience providing intensive financial literacy education and budget planning support.
- Demonstrated ability to work with diverse survivors in a welcoming, supportive, culturally competent manner.
- Knowledge of public benefits, and a wide range of community resources to meet variable survivor needs.
- Demonstrated ability to exercise flexibility and creativity in helping survivors overcome a variety of barriers to well-being and housing stability.
- Ability to take initiative, and maintain accountability to colleagues while providing services in a variety of settings.
- Ability to work with residents from different backgrounds and cultures.
- Ability to use sound judgement and discretion in working with clients.
- Experience with mobile advocacy a plus.

- Demonstrated ability to handle crises and juggle multiple responsibilities in a fast paced environment.
- Ability to maintain participant confidentiality.
- Ability to effectively network with a wide range of community service providers.
- Strong attention to detail and follow-through.
- Ability to represent Transitions Family Violence Services in a professional manner to community partners and the broader public.
- Ability to use supervision effectively to gain support and enhance performance.
- Ability to engage in constructive self-care activities to manage secondary trauma.
- Detail oriented & strong organizational skills, with the capacity to develop and ensure accurate and timely follow-up as well as documentation.
- Ability to express yourself orally and in writing in a positive manner that well represents Transitions Family Violence Services.
- Ability to produce forms, letters and presentations using computer software to include Microsoft Word, Excel and PowerPoint.
- Ability to operate standard office equipment including desktop personal computer, telephone and fax machine.
- Good driving record, valid driver's license
- Criminal records and CPS check required

**Terms:**

This position is a 40 hour a week, non-exempt position; hours may include some evening work. This position is grant funded and may be subject to change.

**Evaluation:** Evaluations will occur on a regular basis. Employees will be evaluated on a six-month basis (informal) and annual (formal) basis. The annual written evaluation will be completed by the Emergency Shelter Coordinator and the Program Director. Continued employment is subject to employee receiving satisfactory evaluations.

**Supervision:** This position reports to, and receives operational supervision from the Emergency Shelter Coordinator.

**Application Process:** Submit a cover letter and resume to [rjohnson@transitionsfvs.org](mailto:rjohnson@transitionsfvs.org). Please include your cover letter in the body of your email. Applications that do not contain all of the required items will not be considered. Please, no phone calls or faxes. Successful applicants will be required to submit to background check and DMV report. EEO/Drug Free Workplace and prohibits discrimination and harassment of any kind. Applications received before March 15, 2019, will be given priority; however, the position will remain open until filled.

**Salary and Benefits:** Competitive salary based on qualifications and experience. Benefits include medical, dental, Paid Time Off (POT), and a 401(k) retirement plan.