



Job Posting: April 7, 2020

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 Stabilization 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 Shelter Advocates and Housing Stabilization Advocates to identify and support participants who qualify for emergency housing, homelessness prevention or rapid re-housing services.
- 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.
- 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 meet data needs identified by teams 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

Resource Development:

- Participates in development events and activities as requested
- Provides program information and stories 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 Housing Team. Continued employment is subject to employee receiving satisfactory evaluations.

Supervision: This position reports to, and receives operational supervision from the Housing Team.

Application Process: Submit resume and cover letter to jnelson@transitionsfvs.org . 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.

Salary and Benefits: Competitive salary based on qualifications and experience. Benefits include medical, dental, Paid Time Off (PTO), and a 403(b) retirement plan.

Salary: \$33,000-\$36,000