



# **The CENTER for FAMILY JUSTICE**

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[www.centerforfamilyjustice.org](http://www.centerforfamilyjustice.org)

## **JOB DESCRIPTION**

### **Title: Crisis Services & Empowerment Advocate**

Date: April 2017

Reports to: Coordinator of Crisis & Housing Services

Status: Full-Time, Non-Exempt

### **Summary**

Provides client-centered, strength-based and trauma-informed advocacy and crisis intervention to adult and children victims accessing services via The Center's domestic violence safe house (Kathie's Place) and 24hr crisis hotlines. In addition, this position will develop, implement and evaluate empowerment and self-sufficiency services for clients at the safe house.

### **General Responsibilities**

#### **Client Services**

- Works with staff to determine client admissibility into the safe house based on client need, agency policies and protocols and CCADV standards.
- Provides client intake, safe house orientation, counseling, advocacy and crisis intervention.
- Provide clients with support from a client defined advocacy model of service
- Develops client's plans for safe house residents to ensure appropriate and timely referrals are made in the community.
- Facilitates a smooth transition into and out of shelter life, including the logging of client concerns.
- Coordinates recreational and social activities at the Safe House.
- Provides written and verbal reports of activities to the Coordinator of Crisis & Housing Services and other staff members as appropriate.
- Enters case notes, relevant documentation and service codes into the client databases in a timely manner (within 24 hours when possible).
- Provides transportation for safe house residents and hotline clients when needed.

#### **Safe House Responsibilities**

- Ensures a safe, clean and supportive environment for the adults and children in the safe house.
- May coordinate in-kind donations for the safe house (e.g., clothing, food, etc.).

#### **Empowerment & Self-Sufficiency Services**

- Develop, implement and evaluate empowerment and self-sufficiency services for residents at the safe house.
- Work in collaboration with Coordinator of Advocacy & Empowerment Services on assessment and identification of community provider resources and workshops for clients that focus on economic empowerment.

## **Agency**

- Attends required internal and external meetings and training sessions.
- May participate in rotating coverage of 24 hour, seven days/week hotline and/or safe house coverage according to current protocols, including supporting and advocating for victims at the hospital and police department, providing intake into safe house and providing transportation to victims as necessary.
- Special projects as assigned.

## **Qualifications**

### **Required**

- Bachelor's degree in social service field with at least 1 year of experience providing services to victims of domestic and sexual violence.
- Must have strong organizational skills, the capacity to multi-task, as well as work well both independently and in a team environment.
- Strong commitment to The Center's mission.
- Knowledge of trauma-informed services and client-centered approaches to working with victims of domestic and sexual violence.
- Ability to work with diverse populations.
- Excellent verbal and written communication skills required.
- Satisfactory completion of The Center's domestic and sexual violence certification training.
- Daily access to a car with a valid CT driver's license.

### **Preferred**

- Spanish Speaking.
- Computer literacy, including data entry experience, utilization of software packages, Microsoft word and internet/e-mail.
- Experience with database management systems.

**Note:** The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They reflect the essential elements and general responsibilities of the position, but are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The performance of all essential functions listed is subject to reasonable accommodation in accordance with the Americans with Disabilities Act.