



## **The Center for Family Justice**

753 Fairfield Avenue  
Bridgeport, CT 06604

(203) 334-6154

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

### **Job Description**

#### **Title: Crisis Services Advocate, 3<sup>rd</sup> Shift Overnight Awake**

Date: April 2017

Reports to: Coordinator of Crisis & Housing Services

Status: Part-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.

#### **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, including supporting victims at the hospital and police department.
- Provide clients with support from a client defined advocacy model of service.
- Facilitates a smooth transition into and out of shelter life by supporting client needs during overnight shifts, including the development and tracking of individualized service plans.
- Provides written and verbal reports of activities to the Program Coordinator and other staff members as appropriate.
- Enters case notes, relevant documentation and service codes into the client databases in a timely manner.
- Provides transportation for safe house residents and hotline clients when needed.

##### **Safe House Responsibilities**

- Ensures a safe, clean and supportive environment for adults and children in the safe house (which may include light housekeeping, donation organization, emergency evacuation drills, client mediation, etc.).
- Provides regular house walk-throughs during overnight hours.
- Effectively uses shift downtime to identify areas of unit improvement, take action and see things through to completion.

##### **Agency**

- Attends required internal and external meetings and training sessions.
- 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.
- Satisfactory completion of the Center's certification training.
- Excellent verbal and written communication skills required.
- 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.