



Mission: *To offer resources for building health relationships and to work with community partners to provide services for healing the effects of interpersonal violence.*

Vision: *A community unified in peace and justice for the safety and well-being of every individual.*

TITLE: On-Call Program Advocate

GENERAL DESCRIPTION: Join a passionate, dynamic team dedicated to eliminating all forms of power-based personal violence, promoting peace, justice, freedom, and dignity for all. The ideal candidate is a warm, self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.

This position provides trauma informed care to Clients at the Emergency Shelter and Client Services Center (CSC) on an on-call basis.

SUPERVISOR: Site Manager

BEGINNING SALARY: In 2022, compensation will be \$17.50/hr
In 2023, compensation will increase to \$19-\$25/hr DOE
(Plus \$1/hr increase for completion of Crisis Intervention Training)

STATUS: Non-Exempt

QUALIFICATIONS:

- Have a reliable means of transportation, valid driver's license and insurance. Must be willing to provide transportation to clients in personal vehicle or agency vehicle.
- Must pass Live Scan.
- Must have a reliable means of mobile communication and cell service/landline at your home.
- Bachelor degree in social services field preferred or equivalent experience.
- Must have Crisis Intervention Training certification with emphasis on power-based personal violence, or be able to successfully complete state required training (this training can be provided).
- CPR certification required (this training can be provided).
- Fluency in speaking and writing English; bilingual encouraged to apply.
- Respond in-person to a crisis line call out within 30 minutes.

SKILLS AND KNOWLEDGE:

- Must abide by the Employee Manual and Community Beyond Violence (CBV) Policies and Procedures and adhere to CBV competency, ethical standards, values and mission.
- Open and willing to work through change in the workplace.
- Must embrace principles of trauma informed care and commit to on-going personal growth.
- Adhere to the philosophy that Clients are an expert in their own healing and all participation in services are voluntary.
- Participate in on-going training in power-based personal violence and related fields required.

- Handle multiple tasks, manage time, evaluate progress and adjust activities to complete tasks within established time frames and produce high quality work.
- Communicate with the public and community agencies.
- Work both independently, as well as collaboratively with team members.
- Communicate sensitively and without judgment and to abide by agency confidentiality policy.
- Use good judgment to take responsibility for decisions made.
- Be flexible with work hours.
- Possess emotional maturity and stability, and role model non-violent behavior in resolving conflicts and exercise appropriate boundaries.
- Accept and work with people from diverse personal and cultural backgrounds.

DUTIES AND RESPONSIBILITIES:

A. Shelter Client Services

1. Provide encouragement and support to clients to identify their values, needs, goals and action steps.
2. Research and refer and advocate for clients with appropriate resources.
3. Provide daily check-ins, counseling or basic life skill interactions to Shelter clients.
4. Provide transportation for clients in personal vehicle or agency van when necessary to achieve action steps in plan.
5. Provide age appropriate communication and activities for children in the shelter, ie: assist in finding childcare, sign up for school or bus schedules, etc.
6. Assist clients with Victim Witness, CalFresh, CalWorks and other social service applications.
7. Record data and services provided to clients daily.
8. Participate in shelter and client service center case management and collaboration of client services.
9. Provide Advocacy as needed for clients, empowering client to learn self-advocacy over time.
10. Facilitate support groups, house meetings and healing activities as needed.
11. Assist or coordinate with Protective Order paperwork and provide court or Family Court Services accompaniment as necessary.
12. Help clients to gain an income as needed, including disability, Cal Works, or employment, including referring to Career Center for assistance with resumes, interview skills and job postings.
13. Provide assistance to find housing, rental/utility assistance and coordinated entry.
14. Participate in collaborative case management with outside agencies.

B. Client Service Center Crisis Intervention Services

1. Provide services for clients at CSC, including temporary restraining orders, advocacy, and accompaniment to court, social services, housing assistance, resource and referrals.
2. Provide coverage for CBV's Crisis Line during scheduled work hours including response to emergency calls from law enforcement, hospital or for motel room.
3. Provide daily phone and in-person counseling to domestic violence and sexual assault clients using compassionate, nonjudgmental communication.
4. Provide accompaniment for clients to critical services as needed (hospital, law enforcement, court)

PERSONAL QUALIFICATIONS: Ability to follow oral and written directions. Must be flexible, creative and take initiative in handling emergencies. Compassion and understanding for people in crisis. Strong administrative, interpersonal and communications skills. Willingness to further education.

LANGUAGE SKILLS: Ability to write business correspondence, reports and applications. Ability to effectively present information and respond to questions from groups and individuals.

REASONING ABILITIES: Ability to problem solve with clients and co-workers towards accomplishing program goals and objectives, and funding requirements.

PHYSICAL REQUIREMENTS: This position requires the ability to operate office equipment. The employee is frequently stationary and moves through the work site intermittently. Must be able to move objects up to 25 lbs. Must be able to physically function in an office environment to perform requirements of position.

Community Beyond Violence is an Equal Opportunity Employer.

All positions are grant funded and subject to possible funding/position loss.

Elements of this job description will be periodically evaluated and are subject to adjustment by CBV.