



**Title:** Bilingual Residential Advocate

**Job Summary:** The primary role of the Residential Advocate is to provide support, advocacy, safety planning, counseling, and educational services to children and adults who come to the Women's Center for non-shelter and/or shelter services through domestic violence, sexual assault and resource programs. This position is to be carried out while empowering victims with respect to their safety and their right to self-determination.

**Direct services to sheltered adult and child victims:**

- Provide client intake and advocacy;
- Provide 24 hour hotline coverage some days, week nights and weekends;
- Provide emergency shelter if appropriate;
- Provide weekly support and educational groups;
- Advocate with outside systems regarding clients' needs;
- Provide individual domestic and sexual violence counseling and advocacy;
- Assist clients in developing safety plans which address clients' particular situations, including safety planning for leaving, for staying and for long-range planning;
- Assist parents in developing safety plans which include their children;
- Provide clients with information and referrals to resources outside the program;
- Provide Victim Compensation information and assistance in filing compensation forms to clients;
- Other services as deemed necessary.

**Support and advocacy services:**

- Safety planning;
- Risk assessment;
- Needs assessment;
- Emergency shelter (including safe homes if appropriate);
- Advocacy including but not limited to the following: Children's services and advocacy, Legal system advocacy, Medical Advocacy, Substance abuse advocacy, Behavioral health advocacy, Housing advocacy, Other social service advocacy;
- Transportation to meet emergency needs and all case management goals;
- Information, education and referral;
- Basic living needs;
- Application assistance, support and advocacy for: OVS victim compensation program, OVS SAVIN, Safe at Home (address confidentiality), Witness Protection;
- Complete residential tasks as presented by Manager of Residential Services; examples of these tasks may be perform physical plant maintenance tasks as assigned, prepare bedrooms upon residents' departure for new arrivals, provide residents with supplies as needed, perform perimeter checks ensuring all outside doors are locked when coming on and going off shift, accompanying a resident to other social service agencies, transportation for planned activities, court, or looking for apartments;
- Follow established policies and protocols for Elizabeth House and 2 West Street.

**Information and educational resource services to sheltered and non-sheltered adult victims:**

- Provide written educational information to adult clients about domestic violence, sexual assault and its effects on victims, as well as, effects on children;

- Provide to clients a state and local listing of available resources, such as, health clinics, mental health services, housing information, public transportation, legal resources, immigration referrals, food and clothing, welfare offices, local school information, youth services, child care, job training, and employment opportunities;

**Evaluation:**

- Distribute and collect client survey for each client receiving in person services;
- As feasible, complete a client survey for each client receiving phone services.

**Administration:**

- Maintain client files and make sure statistical information on services are complete;
- Attend meetings and trainings as necessary;
- Maintain complete monthly and quarterly reports according to CCADV & Alliance contracts;
- Comply with other responsibilities as specifically required under the CCADV and Alliance sub-contracts.

**Other Requirements:**

- Maintain in compliance with Connecticut statutes: C.G.S.52-146 including but not limited to: Privilege: C.G.S. 52-146K; Confidential Communication: C.G.S. 52-146(B) & C.G.S.52-146(F), C.G.S.52-146k(e); and Confidential Record Keeping: C.G.S.52-146 (i);
- Work collaboratively with other Women’s Center staff and actively participate in the daily operations of the Women’s Center;
- Work collaboratively with member programs and builds strong, positive relationships;
- Build effective, cooperative, positive relationships with co-workers;
- Take initiative and/or independent action to ensure work responsibilities are carried out fully and completely;
- Adapt to changing job priorities in Women’s Center’s needs; remain open to new ideas and developing new skills as needed;
- Demonstrate supportive behaviors and accept personal accountability toward Women’s Center objectives and policies;
- Support Women’s Center management and its Board of Directors;
- Generate innovative solutions by drawing upon diverse sources (individuals, disciplines, bodies of knowledge) for ideas and inspiration;
- Think expansively by combining ideas in a unique way or making connections between disparate ideas and explores different views from multiple perspectives;
- Obtain information and identify key issues and relationships relevant to long-range strategic planning for prevention of domestic violence;
- Make referrals to appropriate Women’s Center staff or other resources in order that requests from special initiatives for technical assistance and/or training are appropriately and adequately met;
- Participate in Women’s Center staff events/programs, including but not limited to: Domestic Violence Awareness, Sexual Assault Awareness, Volunteer training and Staff development;
- Perform all job responsibilities in accordance with CCADV/Alliance standards, Women’s Center policies and procedures;
- Travel as required.

**Qualifications:**

- M.A. degree in social service or related field and/or 4+ years related experience;

- Bilingual in Spanish and/or Portuguese;
- Valid driver's license;
- Be certified as a battered women's and rape crisis counselor per CGS 52-146k, before providing direct services to clients;
- Must have basic computer skills;
- Must be able to lift 50lbs;
- Must have both a reliable vehicle and working telephone;
- Comprehensive working knowledge of the dynamics of domestic violence and sexual assault;
- Comprehensive working knowledge of Safety Planning/Client Defined Advocacy as it relates to domestic violence and sexual assault victims and the development of a plan for their safety and the preservation of their right to self-determination;
- Basic crisis intervention and counseling skills;
- Basic group facilitation skills;
- Knowledge of community resources;
- Effective oral and written communication skills;
- Ability to maintain service records, complete accurate statistical and narrative reports and submit them in a timely fashion in accordance with CCADV & Alliance Program Standards;
- Ability to gather information from and assist a diversity of victims;
- Ability to integrate and manage large amounts of information and communicate this information appropriately and effectively;
- Ability to develop effective written educational materials regarding domestic violence issues and resources available;
- Ability to develop and work with volunteers;
- Maintain certification with no less than ten (10) hours of in-services annually, in issues related to domestic and sexual violence and advocate job enhancement skills;
- Ability to work as an individual as well as a team member;
- Strong organizational and interpersonal skills;
- Attention to detail;
- Ability to be flexible and juggle multiple demands.

**Supervision:**

Supervision will be provided to the Residential Advocate by an identified supervisor from the Women's Center. The supervisor will oversee the work of the Residential Advocate; sign the Residential Advocate Program Reports; conduct verbal and written evaluations of the Residential Advocate as needed and on an annual basis. Additional assistance will be provided to Residential Advocate at regular meetings facilitated by the Women's Center, CCADV, The Alliance, and through training programs and materials.

**Accountability:** Manager of Residential Services

**Hours of work:** 35 Hours per week

**Classification:** Full Time, Non-Exempt