



## CLIENT ADVOCATE JOB DESCRIPTION

<b>Position:</b>	Client Advocate
<b>Reports to:</b>	Executive Director
<b>Classification:</b>	Permanent hourly employee, non-exempt
<b>Compensation:</b>	\$19-\$24/hour commensurate with experience.
<b>Benefits:</b>	Eligible for benefits including pro-rated vacation and sick time off with pay
<b>Hours:</b>	Part time, 24 hours/week flexible according to the needs for shelter coverage. Some evening and weekend hours will be required. Schedule will be coordinated with the Executive Director and other direct service staff.

### **Job Description Summary:**

The Client Advocate provides direct service to victims of domestic violence, sexual assault, stalking and other relationship violence. Key focus will be supporting the daily operations and services of the PeaceWorks, Inc. and SafePets programs, providing crisis intervention and case management services, and working to ensure the safety and security of shelter residents and other agency non-residential clients.

### **RESPONSIBILITIES**

- Provide crisis intervention, initial need and safety assessments, information and referrals, and assist with devising safety plans to individuals referred by the PeaceWorks, Inc.'s 24-hour hotline.
- Complete assessments and intakes as applicable for individuals seeking access to the Safe Shelter.
- Assure that all callers and clients who are crime victims receive information about Victims' Rights, Victim Compensation and appropriate assistance in accessing emergency shelter, as applicable.
- Assure the safety, security and physical nourishment of shelter and SafePets program participants.
- Assure the general safety, security, cleanliness and hygiene of the shelter environment.
- Provide case management, safety planning, emergency and short-term counseling, occasional client transportation, advocacy, and other supportive services for shelter clients.
- Coordinate client access and work with partners to assist with Victim Compensation, protective orders, attorney and legal assistance, court and legal appointments, food stamps and public services, adequate clothing, shoes and hygiene products, child care, transportation, therapy and counseling services, parenting education, and other services as applicable.
- Accompany shelter clients to court and assist clients in understanding and participating in the criminal justice system as needed.
- Respond to client and facility needs including urgent and emergency situations.
- Assist clients in setting realistic and achievable goals related to housing, education, employment, self-empowerment, exit from the program and other individual and family goals as applicable. Regularly monitor goal achievement progress and adjust service plans as necessary.
- Alert the Volunteer Coordinator and/or Executive Director of any services or tasks which need to be conducted by volunteers or professional service providers, including but not limited to lifting/hauling,



moving or installing furniture and equipment, electrical, plumbing and mechanical tasks, or any tasks that may pose safety risks for staff members and clients.

- Facilitate house meetings, fire and evacuation drills, and shelter safety orientation for shelter residents.
- Document and submit data related to client interaction, client survey results, goal progress information and other documentation requirements in a timely manner. This is mandatory for funding the Shelter.
- Practice financial stewardship by ensuring the facility, equipment, and supplies are maintained in good repair and the program is within budget requirements.
- Track all required data on clients and PeaceWorks, Inc. activities in a timely and accurate manner.
- Act as backup to the Client Advocate – Crisis Line as needed and train the Client Advocate – Crisis Line as Shelter Back up. Also assure any substitute C.A. are trained and prepared to fill in.
- Perform other duties related to the Client Advocate position and PeaceWorks, Inc. in general as assigned.
- Evaluate and continuously improve culturally sensitive shelter services.
- Develop, maintain and update a Shelter Resident Handbook and Shelter Operation Guide.
- Perform maintenance/upkeep tasks as needed, such as minor facility repairs, laundering and changing linens, snow and ice removal, and general upkeep of the shelter facilities and grounds.

#### **ADDITIONAL AGENCY RESPONSIBILITIES:**

- Adhere to PeaceWorks, Inc.'s policies and procedures.
- Participate in weekly staff meetings, staff and board retreats, and other agency meetings.
- Preserve confidentiality and privacy of all client, staff, volunteer and agency information.
- Research and/or gather resources to directly assist clients and/or to perform job.
- Maintain professional, effective relationships with all collaborative partners, grantors, colleagues, volunteers, community members, and members of the general public.
- Participate in at least 20 hours of continuing education, in-service training and other educational learning opportunities related to the job functions annually.
- Represent the agency in a positive, professional manner at all times.
- Maintain appropriate boundaries with clients, volunteers and colleagues.
- Maintain a tidy, organized work area.
- Participate in agency functions and initiatives as needed.

#### **EDUCATION AND EXPERIENCE:**

- Bachelor's Degree from an accredited college or university plus experience in social work, women's studies, psychology, sociology or a similar field, preferably with a non-profit organization, or any equivalent combination of education, experience, and training that provides the required knowledge and experience requirements.
- Experience in crisis intervention and/or services for domestic violence survivors preferred.
- Experience in residential settings preferred.



## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of domestic violence, sexual assault, stalking and other intimate partner violence.
- Knowledge of or ability to learn about Federal and Colorado regulations and statutes protecting victims of domestic violence, sexual assault, stalking and other intimate partner violence.
- Knowledge of or ability to learn about Protective Orders, Victims' Rights and Victim Compensation.
- Ability to use or learn to use Microsoft Office applications, online storage applications, email, and internet applications.
- Client advocacy and service skills.
- Flexible, non-judgmental attitude toward victims of domestic violence and sexual assault required.
- Ability to work well independently and as a team member.
- CPR and First Aid certifications required (will be provided by PeaceWorks)

## **JOB QUALIFICATIONS:**

- Valid driver's license, reliable transportation and appropriate insurance.
- Employee must be available to work when needed including weekends and evenings.
- Current driver's license and ability to transport clients to their appointments required.
- Must pass Criminal Background check.

## **TYPICAL PHYSICAL DEMANDS:**

The job requires mobility sufficient to perform office and administrative tasks, ascend and descend stairs, drive, and move between office locations; eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment; normal range of hearing, eyesight and ability to record, prepare, and make electronic, verbal, and written communications; ability to talk, hear, sit for long periods, stoop, bend, and stretch; perform light office and shelter cleaning tasks such as sweeping, wiping counters and sinks, and tidying; occasionally lift and/or move items weighing up to 20 pounds. Specific vision abilities required by the job include close, distance, color, and peripheral vision, depth perception and ability to adjust focus.

**TYPICAL WORKING CONDITIONS:** Work will be conducted primarily at the PeaceWorks, Inc. (location private) and/or the Administrative offices in Conifer. Some work and meetings may occur at off- site locations.

**This job description reflects the principal functions of the purpose for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor should it be interpreted to give exclusive responsibility for every function described.**

*PeaceWorks is an Equal Opportunity Employer*