



Community Advocate
Job Description
Bilingual preferred
August, 2017

sonoma county

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 35 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position:	Community Advocate	Wage:	\$17.00 - \$19.00
Department:	Domestic Violence Services	Pay Basis:	Hourly
Reports To:	Domestic Violence Services Manager	FLSA Status:	Non-Exempt
Hours/Week:	40	Benefits:	Eligible at 1.0 or 0.5 FTE prorated
Employment Status:	Full time		

Position Summary

The Community Advocate, is stationed at the Family Justice Center (FJC), and works directly with local law enforcement agencies throughout Sonoma County. This position provides information and referral on community resources working directly with FJC Sonoma County's on and off-site partners. The Community Advocate must be available on a rotating on-call schedule, and be responsive to immediate law enforcement advocate requests.

This is a high-profile, public interaction position requiring a high degree of compassion, professionalism and a constant awareness that the employee is often one of the first non-law enforcement contacts the victim encounters. The Community Advocate also provides translation services as necessary. Public presentations with law enforcement and other community agencies about domestic violence issues are occasionally required.

Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Advocacy**

Performs intake, on-going assessment, and develops individualized, goal-oriented service plans to enhance safety, stability and self-sufficiency for clients and their families. Assists in achieving goals through advocacy, information and referral concerning legal, health, housing, public entitlements, family functioning and dynamics, substance abuse and other service needs. Assists in the development and use of personal and community resources; teaches and enhances problem-solving and self-advocacy skills.

Assists in safety planning, coordination of court and/or mediation accompaniment, and general assistance with the law-enforcement aspects of victim services.

Provides linkage of clients to appropriate resources in accordance with specified referral procedures. Develops and maintains close working relationships with on and off-site partners within the FJC Sonoma County. Carries out an increasing role in interpreting the services of the agency to the community and in assisting clients to utilize all available resources.

Provides translation services as needed.

Performs back-up duties for the FJC Sonoma County Advocate team as needed.

- **Reporting**

Maintains accurate records and charting to client files. Maintains accurate and up-to-date staff and telephone log information. Provides regular statistical reporting as required.

- **Group Facilitation**

Facilitates peer support groups of 5-12 clients around a wide array of domestic violence issues. Candidate will also be responsible for intake and screening of appropriate group participants.

- **Public Speaking**

Provides presentations on Legal Services and support for the CLASSP program. Presents materials to a variety of groups on a wide range of topics upon request around issues of the elimination of domestic violence. Updates materials prior to presentation according to established procedures.

- **Meetings**

Attends agency DVS staff meetings. Collaborates, coordinates and attends multidisciplinary meetings with FJC Sonoma County on and off-site partners as required.

- Performs other duties as requested.

Organizational Culture

A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Key Behavioral Traits

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.

Prerequisite Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position:

- Any combination of education, training and experience that would provide the opportunity to acquire the knowledge, skills and abilities necessary to perform the functions of the job.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele via telephone and in person.
- Two years' work or volunteer experience in a human services setting preferred.
- High school diploma or equivalent.
- Basic computer and data entry skills
- Ability to pass agency and requisite law enforcement criminal background checks
- Prior to employment, obtain fingerprint clearance and pass TB testing
- Prior to employment, must pass pre-employment physical and drug test
- Valid California driver's license, current auto insurance, ability to transport self to job-related events and education locations.
- Willingness to be "on-call", work weekends, nights, and/or holidays.

Knowledge & Skills:

- Knowledge of or ability to acquire knowledge of basic principles of public safety for domestic violence
- Knowledge of or ability to acquire knowledge of the legal system as it applies to Protection Orders (Emergency Protective and Criminal Protection) and Temporary and Permanent Restraining Orders and enforcement.
- Standard English usage, spelling, grammar and punctuation
- Basic arithmetic computation and computer skills
- Universal Precautions and other safe work practices

Post-Hire Requirements

- Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval, however the next available class must be attended and successfully completed to continue the employment relationship.

Supplemental Qualifications

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Proficiency in another language other than English, specifically, Spanish or other locally significant languages
- Bachelor's Degree in a related field.
- Experience as group facilitator, crisis intervention and/or social work.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 35 pounds
- Movement within office environment including up and down three flights of stairs
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, computer use, reading and to potentially supervise children in a variety of activities
- Ability to sit and stand for extended periods of time
- Ability to walk, run, move, squat, stoop, bend, twist, turn, push, pull and reach in interactions with children

Acknowledgment:

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. The Employee may be required to follow any other job-related instructions and to perform any other job-related duties requested.

This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Signature Employee _____ Date _____

Signature Manager _____ Date _____