



Family Advocate Bilingual preferred Job Description

July 2019

sonoma county

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 30 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.

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|---------------------------|----------------------------|---------------------|---------------------|
| Position: | Family Advocate | Wage: | \$20.00 - \$24.00 |
| Department: | Domestic Violence Services | Pay Basis: | Hourly |
| Reports To: | Shelter Services Manager | FLSA Status: | Non-Exempt |
| Hours/Week: | 40 | Benefits: | Eligible at 1.0 FTE |
| Employment Status: | Regular Full-time | | |

Position Summary

The Family Advocate primarily serves residential clients, provides support in a non-judgmental manner, and is on-site and available for translation services as needed. Working collaboratively with clients, the Family Advocate assesses immediate client needs and implements methods and resources to meet those needs. This position documents house activities, performs case management, operational and administrative duties, determines appropriateness and safety of client participation in the residential services program in conjunction with supervisor, and if appropriate, provides client transportation. The Family Advocate staffs the crisis line when volunteers are unavailable. The Family Advocate must be available to be on a rotating on-call schedule, and be responsive to phone calls and to immediate law enforcement advocate requests.

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. 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.

- **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.

- **On site duties**

Provides security checks to ensure client safety. Ensures that House Rules are understood and followed by residents.

Assists residents with parenting education and support as needed.

Assists with house operating needs such as washing sheets, making beds when necessary. Picks up and organizes donations.

Helps with house maintenance and/or clean up.

- **Group Facilitation**

Assists with the running of groups for survivors of domestic or family violence to help them learn about/acknowledge abuse and build skills to take appropriate action.

- **Community outreach**

Assists in outreach and implementation of special projects related to community leadership development, agency advocacy, and/or local/state campaigns to address domestic violence and social justice issues at a more collaborative or macro level.

- **Meetings**

Attends regular and special staff meetings. Communicates appropriate staff decisions to residents.

- **Schedule**

On call consecutive days once every 5-6 weeks answering the hot line.

On Call Domestic Violence Response Team (DVRT). Responds to Hot line calls from Santa Rosa Police Department Law Enforcement

- **Performs other duties as requested.**

Organizational Culture:

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 above.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele and community population via telephone and in person.
- Two years' work or volunteer experience in a human services setting preferred.
- High school diploma or equivalent.
- Prior to employment, must pass pre-employment physical, TB test and drug screen.
- Prior to employment, must obtain DOJ & FBI fingerprint clearance.
- Ability to pass agency and requisite law enforcement criminal background checks.
- Valid driver's license, current auto insurance, ability to transport self to job-related events and education locations.
- Willingness to be "on-call", work nights, holidays and/or weekends.

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 _____