



Job Description

Title: Direct Service Advocate Specializing in Working with Survivors Experiencing Houselessness

Program: Advocacy Program

Hours: 40 hours per week. Schedule varies Monday through Friday with rare weekend obligations.

Location: Portland, OR

Supervisor: Director of Services

Wage: \$18.00 per hour, full medical, dental and vision, 4+ weeks of paid time off, 10 paid holidays

Position Summary: Assist in carrying out the mission and goals of Call to Safety by participating in community partnerships; by providing high quality assessment, crisis intervention, information/referral, safety planning and emotional support services; and by addressing the housing goals, needs and barriers of domestic violence survivors over the phone and in-person. The Direct Service Advocate participates in community partnerships and actively promotes education, outreach, and prevention of sexual and domestic violence.

All persons of every race, ethnic background, spiritual belief, economic status, gender identity, sexual orientation, age or personal ability, are equally affirmed into membership, leadership and employment at Call to Safety and are joyfully welcomed.

Responsibilities:

- Provide compassionate and professional in-person and phone advocacy to domestic and sexual violence survivors
- Provide 5 services to all survivors while upholding Call to Safety's *Promising Practices*:
 - Needs assessment
 - Emotional support
 - Information and referrals to community services using warm transfers when possible
 - Assistance with safety planning and brainstorming available options
 - Crisis intervention as needed
- Provide 12 hours per week of back-up support for in-person sexual assault hospital advocacy at local hospitals on a rotating schedule
- Answer Call to Safety's crisis line in a courteous and professional manner
- Maintain a case load of 10-25 case management participants
- Provide housing case management services to participants
- Work with participants to address their housing needs and assist in reducing housing barriers
- Assist survivors in creating housing portfolios that increase their housing readiness
- Assist survivors in gaining economic stability through employment and financial advocacy
- Work with participants to develop personalized safety plans
- Utilize standardized screening tools to connect participants with resources for shelter and housing, Oregon Crime Victims Compensation Program, and Oregon Address Confidentiality Program
- Maintain accurate participant files and complete monthly statistical reports
- Stay informed of community resources and coordinated community responses
- Other tasks and projects as assigned

Specialization Responsibilities:

- Provide advocacy, case management and follow-up services to domestic and sexual violence survivors pre and post housing placement with limited duration of up to 6 months
- Maintain accurate participant files including documents required for financial assistance (payment request, lease, w9, receipt, backup)
- Complete monthly statistical reports by the 7th of each month
- Stay informed of community resources and coordinated community responses
- Complete Safety and Stabilization Assessments with participants to determine their needs
- Offer mobile advocacy and crisis intervention at outreach sites that serve people experiencing homelessness, including shelters, rest areas, and day sites
- Identify opportunities for participants to receive financial assistance in support of survivors safety and housing stability
- Receive continuing education around the dynamics of working with survivors housing needs and training around the dynamics of experiencing homelessness
- Participate in community meetings, committees, and cultivate relationships with partner social service agencies
- Provide trainings on serving survivors experiencing and impacted by homelessness

Volunteers Supervision Responsibilities:

- Help recruit, train, and supervise volunteers and interns
- Regularly provide appreciations, support, and constructive feedback to volunteers

Community Education Responsibilities:

- Provide advocacy trainings at Call to Safety's Basic Advocacy Training
- Provide community education including presentations, trainings and tabling events

General Responsibilities:

- Attend agency meetings, trainings and occasional weekend retreats
- Serve as a visible spokesperson and advocate for Call to Safety's mission and programs in the community
- Assist with responsibilities in a team approach
- Support the policies, goals, and structure of the Advocacy Program
- Assist with program planning, development, and improvements
- Maintain a level of comfort and ability around basic technology (email, databases, etc) as well as future systems as our technology needs progress
- Serve on hiring committees

Required Qualifications:

- A minimum of 6 months of domestic and/or sexual violence specific advocacy experience
- Recent experience (within past two years) working with survivors of domestic and sexual violence
- Philosophy compatible with Call to Safety mission and values, especially to include:
 - Understanding of oppression and how it supports interpersonal violence
 - Value social justice
 - Understanding of the impact of trauma on survivors of violence
 - A commitment to promote Call to Safety's anti-racism value
- Strong organizational abilities
- Ability to work well with a variety of people from diverse backgrounds and experiences
- Excellent verbal and written communication skills
- Demonstrated ability to problem solve, brainstorm creative options, and be proactive
- Ability to prioritize and handle a variety of projects simultaneously
- Commitment to building a multi-racial and diverse team
- Ability to maintain confidentiality

- Ability to work with Call to Safety staff as a team member
- Ability to remain up to date on current technology systems, learn new technology systems and implement within scope of duties.
- Access to a reliable vehicle and car insurance required

Preferred Qualifications:

- Previous completion of a 40-hour Domestic and Sexual Violence Advocacy Training
- Individuals who are bilingual and/or bicultural
- Knowledge or experience in the current houselessness system in Multnomah County
- Over one year of experience working with survivors

Employee Signature

Date

Director of Services Signature

Date