



Job Description

Title: Direct Service Advocate, Specializing in Supporting Survivors with Mental Health Needs

Program: Advocacy Program

Start Date: October 21st 2019

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

Supervisor: Director of Services

Wage: \$18.00 per hour, full medical, dental & vision, paid time off, paid holidays

Position Summary: Serve survivors of sexual and domestic violence, stalking, and non-IPV with a specialization in supporting those experiencing mental health needs. Assist in carrying out the mission and goals of Call to Safety by providing high quality crisis intervention, advocacy, and information/referral, assessment, and support services by phone and in-person to survivors of domestic and sexual violence. Participate 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 case management and follow-up services to domestic and sexual violence survivors on an on-going basis
- Provide 13 hours per week of back-up support for in-person sexual assault hospital advocacy at local hospitals on a rotating schedule
- Provide 8 hours of crisis line support weekly
- Answer the crisis line in a courteous and professional manner
- Offer mobile advocacy and crisis intervention at outreach sites in the community
- Provide case management and follow-up services to participants on an on-going basis
- Work with participants to develop personalized safety plans
- Utilize standardized screening tools to connect participants with resources for shelter and housing, the Crime Victims Compensation Program, and the Address Confidentiality Program
- Participate in community meetings, committees, and cultivate relationships with partner social service agencies
- Maintain accurate participant files and complete monthly statistical reports

- Stay informed of community resources and coordinated community responses
- Receive continuing education and training regarding serving survivors of domestic and sexual violence
- Other tasks and projects as assigned

Volunteers Supervision Responsibilities:

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

Community Education Responsibilities:

- Provide core 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
- Previous completion of a 40-hour Domestic and Sexual Violence Advocacy Training
- 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
- 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, 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.
- Understanding and commitment to Call to Safety's value of supporting those in the sex industry
- Access to a vehicle and car insurance required

Preferred Qualifications:

- Individuals who are bilingual and/or bicultural
- Knowledge or experience in the sex industry
- Lived or work experience in supporting those with mental health needs

Employee Signature

Date

Director of Programs Signature

Date