



Department: Residence
Status: Full Time

Position Title: Client Advocate (Residence Based)

Supervisor: Client Services Assistant Manager
Approved by:

Salary Range: \$13.00 to \$18.00/hour
Date approved:

Position Summary:

Responsible for the day-to-day operation, and security of OSP's Sierra Center Residence. This includes providing crisis intervention and advocacy to men, women and children in residents. This also includes providing direct services to children and families living in OSP's Residence while also working closely with all other staff and departments to develop and implement child-focused supportive services and prevention education for families and children. Specialize in completing entries and exits to residence and ensure all paperwork is complete. This position functions as a supportive member of the Residence team, which provides comprehensive direct services to children and families including emergency shelter and transportation, crisis intervention, personal advocacy, case management, and community referrals.

General Functions:

- Provide Case Management (adult and children) or work with Case Manager and assist with case plan as advised.
- Provide documentation and assist with group childcare and children's group facilitation, when needed.
- Maintain high visibility and availability throughout Residence. Initiate contact and interact with residents providing them information, education, counsel, and emotional support.
- Provide advocacy and support using Trauma informed care practices.
- Respond to requests for on-site domestic violence/sexual assault advocacy and accompaniment when requested.
- Follow up with Sexual Assault Victims within 72 hours.
- Maintain Residence rules.
- Answer business phones i.e., relay messages to residents, provide information about OSP services to the general public calling after hours.
- Answer crisis calls, as necessary, provide crisis counseling and referrals and assist volunteer crisis line advocates with victims seeking services through the 24-hr. crisis line.

- Coordinate with the Crisis Line Coordinator to keep current on crisis line information, through attendance of crisis line meetings and individual meetings with the Crisis Line Coordinator, as needed.
- Assist with advocacy on the first floor as assigned.
- Assist with maintenance of facility including cleaning and preparing rooms for new residents.
- Ensure the security of the housing facility during shift.
- Assist program staff and volunteers as needed.
- Maintain accurate client records and statistics.
- Document Client status for the end of each shift
- Attend SART meetings and other community meetings as directed by Supervisor
- Complete and turn in required forms and documentation of services provided
- Maintain residence rules.
- Computer tasks as assigned by supervisor.
- Responsible for evening program and group implementation in collaboration with the day time Advocates.
- Assist with maintenance of facility including cleaning and preparing rooms for new residents.
- Assist program staff and volunteers as needed.
- Assist with any chores missed by residence and provide counsel regarding life skills or pass on info to daytime staff regarding need for counsel.
- Review Emails and client files.
- Process ride requests (in particular rides to court hearings and school).
- Reinforce, affirm, and model positive parenting techniques for mothers and their children; this includes direct contact and supervision of children.
- Ensure that residents of all ages are provided with a safe, therapeutic environment for healing, recovery, and growth by adhering to department philosophy and procedures at all times.
- Meet with parents and their children as needed to initiate, coordinate, manage, and document Child Case Management, including Child Needs Assessment, Parenting Plan, ACEs, and Protective Factors programs.
- Meet with parents and their children as needed to provide follow-up services, including appropriate referrals for families seeking assistance and support with social services, custody, counseling, medical and dental care, childcare, preschool, and school registration.
- Interact with parents and their children on a daily basis to encourage positive parenting skills and techniques.
- Model and encourage interactive play with children one-on-one, with their parents, and in groups.
- Facilitate structured playtimes, groups, and educational programs for children and teens, and facilitate groups and educational programs for parents focused on relevant

topics such as parenting, nurturing, discipline, and the effects of domestic violence, sexual abuse, and trauma on children.

- Develop, maintain, and update curriculum for structured playtimes, groups, and educational programs for children and teens, as well as for groups and educational programs for parents.
- Maintain children's play areas (indoor and outdoor) by monitoring for safety, cleanliness, and developmentally appropriate toys.
- Develop and maintain professional relationships with schools, child care providers, and other family-oriented service providers.
- Provide transportation for children and families to appointments, groups, field trips, recreational activities, etc.
- Organize and maintain supplies of brochures, pamphlets, posters, and other educational materials to make available for adults, children, and families living in the Residence.
- Research topics related to presentations and other outreach activities, as assigned by Supervisor.
- Participate in planning and implementation of monthly awareness topics and events by providing opportunities for children and families to safely participate in positive social interactions and community functions.
- Partner with Volunteer Coordinator to identify Children's Program volunteer needs, and to identify, schedule, train, supervise, and manage volunteers as needed.
- Other related duties as assigned

General Duties Required:

- Attend and participate in staff meeting and in-service trainings, as required
- Willingness become familiar with, and implement OSP operating principles in daily interactions with clients, staff and volunteers
- Represent the Agency appropriately in both dress and manner
- Keep accurate records of hours and submit time sheet at the end of each pay period
- Capacity to balance and provide self-care, while meeting the demands of the agency
- Maintain the confidentiality of One SAFE Place client information, and internal business.
- Maintain accurate records and documentation of all case notes, narratives, services provided, statistics, etc. to ensure that accurate client records are available in hardcopy and OSP's client database at all times.
- Maintain a working knowledge of community resources for adults, teens, and children.
- Work closely with all Residence and Client Services staff to provide comprehensive services to all clients.
- Provide back-up support for all Residence staff and clients as needed, and enforce Residence rules at all times.
- Attend, participate in, and/or facilitate presentations and other outreach activities, as assigned by Supervisor.

- Answer business phones throughout shift as necessary to provide information about One SAFE Place services, and relay any messages to clients and/or staff.
- Ensure the security of the Residence facility, including all staff and clients, throughout all hours worked.
- Assist with maintenance of the Residence facility, including cleaning and preparing rooms for new residents.
- Provide on-call Crisis Hotline coverage during non-business hours to provide crisis intervention, personal advocacy, needs assessments, safety planning, education, and referrals to community members as needed.
- Other related duties as assigned.

Skills Required:

- Satisfactory completion of at least 6 ECE units preferred.
- AA degree in human service field, early childhood education, or equivalent experience preferred.
- Satisfactory completion of CalOES-mandated 66-hour domestic violence and sexual assault crisis intervention training course as well as on-going completion of continuing education units to maintain status as CalOES recognized domestic violence and sexual assault counselor.
- Working knowledge of technical skills required to perform job functions well, including but not limited to ability to perform data entry, use Microsoft Office Suite, and create content for social media and website publication.
- Strong and effective communication skills, including ability to speak effectively in public and facilitate group discussions
- Grant research and writing skills helpful
- Ability to work with minimum supervision and as a team member
- Ability to maintain good rapport with staff, board members, volunteers and donors
- Knowledge and support of issues as described in OSP's Mission Statement
- Maintain a working knowledge of community resources
- Awareness of the various aspects of physical, sexual and emotional violence
- Valid California driver's license and certificate of insurance
- Access to reliable transportation
- Ability to pass a background investigation (fingerprinting) and pre-employment drug testing
- Free from any personal involvement with domestic violence and/or sexual assault for one year.
- Ability to sit and stand for prolonged periods of time, reach, twist, use hands/fingers to handle or feel office machinery, lift, carry, push, or pull materials and objects up to 30 lbs. as necessary to perform job functions. (This includes children)

Qualifications:

- Demonstrated experience working with children and adults in educational settings.
- Demonstrated ability to facilitate group discussions and present publicly to small and large groups.
- Willingness and ability to maintain appropriate boundaries with clients, staff, board members, and volunteers.
- Willingness and ability to practice self-care as a necessary component of successful completion of job functions.
- Excellent written and oral communication skills, including ability to assist with grant research, writing, and reporting as needed.
- Demonstrated professionalism, initiative, and time management skills as needed to work effectively individually, with minimal supervision, and as a member of a team and organization.

Competencies:

Mission: Accepts and demonstrates One SAFE Place’s mission and vision is to provide intervention and safety to a community affected by domestic and sexual abuse. Our vision is a community free of domestic and sexual abuse. We will do this by committing to serve the community with Integrity, Excellence, Compassion, Teamwork, and Respect.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Build rapport and relates well to others. Seeks first to understand the other person’s point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively and takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better working environment. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed personal and agency goals.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

One Safe Place is an At-Will Employer
One Safe Place is an Equal Opportunity Employer

Signature: _____ Date: _____