



Department:	Client Services Crisis Intervention	Position Title:	Client Advocate
Status:	Full Time	Mandated Reporter:	No
Supervisor:	Client Services Director	Salary Range:	\$16.20 to \$18.00/hr
Approved by:	Caedy Minoletti, Executive Director	Date Approved:	03.21.2022

Position Summary:

Responsible for providing crisis intervention and advocacy to victims of domestic violence, sexual assault and family violence as needed. This position works as part of an overall team to provide services and support through agency programs, partners and outside resources provided by collaborative agencies.

General Functions:

- Perform advocacy services including client intake and needs assessment, peer counseling and case management as needed.
- Ensure that guests 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.
- Reinforce, affirm, and model positive parenting techniques for adults and their children.
- Help victims identify and access appropriate services for themselves and their children.
- Provide referrals to appropriate agencies, including onsite and offsite partners and collaborative agencies.
- Enter and update client data regularly in database.
- Answer crisis phones, providing crisis intervention and referrals and serve as backup for front desk/reception.
- Assist clients with obtaining protective/custody orders through the court.
- Attend Family Court and/or Criminal Court, record court decisions, and post decision to client files.
- Respond to requests for on-site domestic violence/sexual assault advocacy and accompaniment when requested by medical facilities and local law enforcement offices.
- Complete and submit all required client forms and documentation daily.
- Attend and participate in staff meetings and in-service trainings, as required.
- Maintain confidentiality of client information.
- Maintain confidentiality of business discussed at OSP.
- Work a minimum of 2 shifts per month on the Crisis Hotline rotation.
- Represent the Agency appropriately in both dress and manner.
- Keep accurate records of hours and submit timesheet at the end of each pay period.
- Understand and practice self-care and a healthy work-life balance.
- Other related duties as assigned.

Skills Required:

- Excellent computer skills. Working knowledge of computers and Microsoft Word and Excel.
- 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.
- Satisfactory completion of One Safe Place’s 66-hour domestic violence and sexual assault crisis intervention training (post-hiring requirement).
- Ability to pass a background investigation (fingerprinting) and pre-employment drug testing.

ADA Job Characteristics

Work environment is primarily in an office setting. Local travel (driving) may be required to attend off-site meetings, as needed. Lift and carry 25 lbs., extend both arms above the head and/or reach below the waist, stoop, squat, crawl, bend the back or open lower-level filing drawers, or to retrieve stored items, climb a ladder or stairs, or use an elevator. Sit frequently and/or stand when filing, using copier, etc. Use fine manipulation (hands and wrist) to operate a keyboard, take notes; utilize desk calculator, file and copy documents. Corrected vision to normal range. Speak in normal vocal tone and range and communicate clearly and concisely to others. Apply normal reasoning and detail as required in the accomplishment of job duties.

Core 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.

Please note that One SAFE Place serves survivors of all genders. If you are also a survivor, we trust that you are in a place of personal healing where you can remain client-focused and manage personal challenges that may arise. You are always encouraged to check in with the director and your supervisor as needed for additional support.

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

Signature: _____ Date: _____