VICTIM ADVOCATE/CASE MANAGER
JOB DESCRIPTION

Qualifications:
A Bachelor’s Degree in human services or related field or equivalent work or volunteer experience and training preferred.

Must work well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled.

Awareness of relationship violence, child abuse, stalking, and sexual abuse and assault preferred.

Knowledge of counseling and advocacy techniques for people who have been victims of domestic violence, including crisis intervention and case management skills beneficial.

Previous employment or volunteer work in human services, community agencies or other related nonprofit or social change organizations a plus.

Good oral and written communication and computer skills are required.

Bilingual (Spanish/English) speaker preferred.

Must obtain and maintain CPR certification.

Must pass a criminal background check.

Job Description:
Provide advocacy services and support to survivors of relationship violence, stalking, and sexual assault or abuse and their children.

Provide crisis line, office, and house coverage during the shift. Assess immediate crisis needs of clients and address appropriately. Manage incoming calls and walk-ins and complete necessary documentation. Support the daily operations of the shelter offices.

Complete and maintain client records that document services provided.

Educate clients about dynamics of domestic violence and sexual assault and options/resources available.
Work with clients to develop and maintain relevant and meaningful case plans. Provide concrete case management and access to in-house and external resources. Meet regularly with clients to support case plan accomplishment.

Refer clients to other agencies and resources and advocate directly with other agencies as needed to help client access necessary services. Maintain service partnerships with referral agencies.

Conduct potential shelter client assessments and intakes. Orient clients to shelter and house rules. Assure that appropriate house rules are practiced. Assist clients in identifying and fulfilling needs.

Oversee house security, complies with all rules and regulations of agency policies and safety procedures. Document shelter happenings and client activities as necessary.

Oversee shelter environment and activities, facilitate problem solving for in-house conflicts and crises, encourage and model appropriate shelter interactions. Mediate on behalf of residential clients when appropriate. Provide appropriate follow-up and documentation of emergency incidents or non-compliance of rules.

Participate in staff meetings, case conferences and other meetings as needed.

Facilitate support groups as needed.

Perform other duties as assigned by Client Programs Director.

**Training Requirements:**
Thirty (30) hours of domestic violence advocate and ten (10) hours of shelter staff training is required by the Idaho Council on Domestic Violence. Previous equivalent experience can be substituted. CPR training and certification is required. Needed training will be provided on the job, with the exception of CPR training. Twenty (20) hours of continuing education is required annually and will be paid for by employer and offered by employer or other appropriate organizations.

**Hours:**
Varies with position that is being filled.

**Salary:**
Depends on experience. Base wage is $14 per hour.

**Benefits:**
For positions that work 30 or more hours per week, personal time off, health and retirement benefits are available.

**To Apply:** Email cover letter, resume, and three employment references to Raquel Galvin, Client Program’s Director, raquel@theadvocatesorg.org.

*The Advocates is an equal opportunity employer and service provider.*