

**WOMEN'S CENTER
RESOURCE ADVOCATE**

PROGRAM: Victim of Crime Act (VOCA CVA)
SUPERVISED BY: Domestic Violence Program Coordinator
SUPERVISION OF: N/A
CLASSIFICATION: Hourly, Non-Exempt/40 hours per week
SUMMARY: The Resource Advocate will provide direct supportive assistance and advocacy to survivors of domestic violence and sexual assault and their dependent child(ren).

DUTIES:

1. Provide voluntary confidential one-on-one assistance that focuses on emotional and practical support to address the effects of trauma caused by victimization.
2. Provide or facilitate voluntary confidential supportive group activities that focus on emotional and practical support to address the effects of trauma caused by victimization. Group is defined as two or more unrelated service participants.
3. Provide or provide for voluntary confidential meetings on topics of interest to service participants such as budgeting, parenting, child development, meal preparation, etc.
4. Provide or provide for voluntary confidential traditional cultural, or alternative healing opportunities for clients.
5. Respond to crisis calls as necessary in the most safe, efficient and timely manner.
6. Respond to domestic violence and sexual assault at request of community agencies in assigned counties.
7. Provide, assist, and/or advocate on behalf of clients and their dependent children to link clients with community systems personnel to secure the following services for clients:
 - a. Children's services for child(ren) of clients as defined by Division of Victim Services (DVS);
 - b. Criminal justice advocacy;
 - c. Employment services;
 - d. Accessing and utilizing community support services for financial assistance;
 - e. Health care support and assistance for obtaining emergency and/or routine health care;
 - f. Support and assistance in obtaining safe and affordable housing and/or in relocating; and
 - g. Assistance with financial and/or material resources for items such as prescriptions, transportation (e.g., gas cards, bus tokens, taxi vouchers, etc.), security deposits, basic client's needs (e.g., food, toiletries, clothing, etc. to address the specific needs of the clients, in accordance with the DVS Allowability Chart.
8. Provide case management for survivors/victims to assist them in attaining their goals.
9. Complete client intake in order to provide client-specific advocacy to meet identified client needs and to develop a plan determined by and acceptable to the client.

10. Work collaboratively with other staff, and as a team, in order to best meet the needs of clients and provide appropriate referral and follow-up services.
11. Rotate as on-call, respond to crisis calls and/or provide shelter coverage as needs arise.
12. Document and maintain case records on all services provided for, with or on behalf of clients, ensuring all data and client documentation is appropriately maintained.
13. Assist in the recruitment, training, supervision, work coordination and direction of volunteer staff and update the WC volunteer training manuals as needed.
14. Attend meetings as required or requested by DV or SA Program Coordinator or Program Director.

OTHER RESPONSIBILITIES:

15. Adhere to all rules, policies and procedures as set forth by the Domestic Violence Program, the Sexual Assault Program and the WC.
16. Attend relevant conferences, trainings and meetings.
17. Provide monthly, quarterly, and annual reports related to client services, statistics, volunteer hours, case disposition, and other services provided.
18. Maintain a professional, courteous and helpful demeanor at all times when working at or representing the WC or its programs.
19. Participate in any community forum, committee or council as assigned by the SA or DV Program Coordinator.
20. Serve as liaison between the Domestic Violence and Sexual Assault Program and the community, being mindful of public image, community relations and the promotion of domestic abuse and sexual assault services.
21. Be responsible for, and intercede when necessary, in identifying and acting on any aspects that could interfere with the safety and well-being of clients.
22. Allow flexibility in scheduling and job function.
23. Respond to any job function as requested by the DV or SA Program Coordinator.
24. Maintain confidentiality at all times.
25. Make public speaking presentations to the community and/or service agencies as assigned.
26. Travel to the various service locations is required to provide services in satellite offices and to respond to crises at hospital emergency rooms and to victims who need to be transported while worker is on call.
27. Read the WC PPM Manual; be mindful of health and safety issues at all times; notify DV or SA Program Coordinator in writing of any concerns regarding health and safety.
28. Report any knowledge or suspicion of child abuse and neglect.

EDUCATION/TRAINING REQUIREMENTS:

BA/BS in social work or related field is preferred with at least 1 year minimum volunteer or work experience in providing domestic violence/sexual abuse services.

This position is required to:

1. Complete the MDSVTB funded New Service Provider Training coordinated by MCEDSV.
2. Consent to a Criminal Background Check.
3. Provide proof of completion of First Aid and CPR Training within first year of employment, and remain current in certification.
4. Maintain a good driving record and carry liability insurance for passengers in personal vehicle.
5. Provide proof of vehicle insurance.
6. Have access to a car during scheduled work hours.
7. Reply to emails and answer phone messages within 24 business hours of receipt.
8. Must have a bank account for direct deposit of paychecks.

Employee Name

Employee Signature and Date

Supervisor Name

Supervisor Signature and Date