



## **Bilingual Resource Advocate**

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees so classified.

**POSITION SUMMARY:** Provide support and advocacy to victims of domestic violence.

### **QUALIFICATIONS:**

- Bachelor's degree in Psychology, Women's Studies, social sciences or related field preferred.
- Bilingual English-Spanish required; bicultural strongly preferred.
- One year experience working in direct social services, preferably in a crisis-oriented or residential setting.
- Additional experience may be substituted for education on a year-for-year basis.
- Understanding of domestic violence, oppression and related issues preferred.
- Experience working with children and knowledge of child development helpful.
- If you are required to drive a Community Works vehicle for your position: you must have a good driving record and a valid driver's license.
- If you are required to drive your personal vehicle for agency business more than 3 times an average month for your position: you must have a good driving record, a valid driver's license, and personal auto insurance with required personal liability minimum as mandated by Community Works insurance carrier. (Current personal liability amounts for Bodily Injury are \$100,000 each person, \$300,000 each occurrence).
- Current CPR and First Aid certification required.
- Must successfully pass a Background and Abuse Check.

### **SKILLS & ABILITIES:**

- Ability to handle confidential information concerning the Agency, clients, and program organizational plans, policies, and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
- Must be culturally competent and sensitive.
- Understanding of domestic violence, oppression and related issues.
- Able to work in a high stress environment with women and children of diverse populations.
- Able to deal effectively with crisis situations.
- Ability to recognize and value differences related to culture, age and personal experience with team members and clients.
- Ability to establish and maintain frequent positive communication with team members, share information willingly, accept and provide feedback in a supportive, non-judgmental manner.
- Ability to respect and value work styles that differ from our own.
- Valuing a nurturing environment as the ideal.
- Conviction about the capacity for people to change and grow.
- Exercise patience, understanding and compassion in dealing with clients, co-workers and community members.
- Knowledgeable about the legal and civil rights relevant to serving victims of domestic violence.
- Knowledgeable about the social and cultural characteristics of the service population.
- Minimize interference of personal and work-related problems.
- Able to handle confidential information with integrity.
- Ability to lift up to 20 pounds, kneel, stoop, reach, climb stairs.

**ESSENTIAL FUNCTIONS:** (The essential functions below include tasks that are integral to job performance and fundamental to accomplishing the job.)

1. Promote the Agency in a positive manner to fellow employees, to our volunteers, and to people in the community.

2. Maintain confidential information concerning the Agency, clients, and program organizational plans, policies and strategies with an understanding that such information will not be disclosed within the Agency, or outside of the Agency.
3. Promote the agency in a positive manner to fellow staff and the community.
4. Encourage teamwork through modeling and cooperative interaction with colleagues, volunteers, community partners, and community members.
5. Maintain a positive, professional demeanor.
6. Maintain confidential information concerning the agency, clients, location of shelter and program organizational plans, policies and strategies.
7. Provides crisis intervention counseling in person and by phone.
8. Using the empowerment model, provides peer support information, referral and advocacy to clients.
9. Provides emergency transportation as needed.
10. Facilitates residents' house meetings and/or support group.
11. Conducts intakes, action plan interviews, safety planning and exit evaluations.
12. Uses, teaches and models positive parenting techniques with children and moms.
13. Maintains accurate records, including logging phone calls, documenting information and making daily shift log entries.
14. Networks with other shelters and agencies on behalf of clients.
15. Assists in the training of volunteers.
16. Participates in the community by attending a subcommittee of the Jackson County Council Against Domestic and Sexual Violence and conducting presentations/trainings on the dynamics of domestic violence.
17. Carries a back-up pager on a rotating basis and attends regular staff meetings.
18. Maintains security of the shelter and carries out emergency procedures in case of fire, medical problems, disruptive residents or intruders.
19. Enforces house rules and facilitates residents' completion of assigned chores.
20. Provides ongoing support and resource information to residents, assisting with development and implementation of action plan.
21. Assists residents with conflict resolution.
22. Contributes to overall orderliness and upkeep of shelter. As one of the three Resource Advocates, the following duties will be divided and shared: Grocery shopping, coordinating donations, assisting with children's support groups, going to ACCESS and organizing cold storage shed, file maintenance, recycling, picking up and sorting mail, making personal care kits and monthly and quarterly fire drills.
23. Position may require transportation of clients.
24. Spends nondirective, supportive time in common areas with women and/or children and makes self approachable and available.
25. Promotes positive working relationships and team-oriented behaviors.
26. Demonstrates flexibility and willingness to adjust responsibilities in response to unexpected changes in workload, emergencies, and/or staffing.

Position Name: Bilingual Resource Advocate

Department: Dunn House Shelter, Victim Services

Supervisor: Program Manager

Revision Date:

FTE: 1.0       Exempt     Non-Exempt

Position #: 1524-540DB

Position Open: Until Filled

Send your cover letter and resume to be considered for this position.  
Please include the position name and position number  
in the subject line of your email and in your cover letter.

For open positions, check our website at [www.community-works.org](http://www.community-works.org)

**Community Works is an Equal Opportunity Employer**