

Domestic Violence Shelter Advocate:

Responsible for providing support, advocacy, referral and assistance to survivors of domestic violence.

Supervisor: DV Net Shelter Program Supervisor or Designee

Education/Qualifications:

- Associate degree in human services preferred and one (1) year's relevant experience working with victims of domestic violence.
- High School Diploma or GED required, and 2 years paid experience working with survivors of domestic violence.
- Twelve hours of training may be substituted for one year of relevant work experience in the topics of: 1.) The dynamics of family violence; 2.) Child abuse reporting requirements; 3.) Confidentiality issues; 4.) Legal remedies; and 5.) Community resources and services. Six hours of training will be equivalent to six months of work.
- Participation in appropriate training to assist victims with completing orders of protection, custody petitions and e-filing to Steuben County Court Systems.
- Commitment to continuing education required.
- Ability to navigate and handle complicated situations
- Demonstrated ability to exercise good judgment and taking initiative
- Ability to demonstrate good housekeeping, cooking, laundry skills
- Strong organizational and outreach skills
- Ability to function effectively within computer-based software's i.e. Microsoft Office, SharePoint, Outlook, Virtual platforms, AWARDS, etc....
- Valid driver's license and ability to be insured as an Arbor agency driver (per underwriting guidelines)

Key Job Functions:

- Conduct client admissions and discharges, in keeping with agency and DV program protocol; complete all necessary forms and documentation associated with these processes.
- Upon admission, begin discharge planning with clients by establishing client's desired housing level and current level of functioning.
- Assist clients with obtaining legal assistance and navigating the family court system.
- Assist survivors' complete orders of protection, custody petitions and e-filing to Steuben County Court systems.
- Represent the program and the client's interest at the Domestic Abuse Review Team (DART), as assigned.
- Meet regularly with clients on an individual basis to discuss the problems they encounter and the challenges they face in meeting their goals, develop strategies to deal with these challenges and resolve problems.
- Teach the dynamics of domestic violence to assist the client to break free from the abusive situation.
- Serve as a positive role model for the clients. All interactions will be conducted in a positive and professional manner.
- Maintain accurate files, progress notes, data entry and collect statistical data of services provided on a monthly, quarterly and annual basis.
- Responsible for the cleanliness and upkeep of the residence by personally performing daily, weekly, monthly cleaning.
- Provide follow-up services to nonresidential families as the need related to domestic abuse; assure smooth linkage to service providers.
- Establish and maintain a working relationship with service providers to assure basic needs of clients are met.
- Assist survivors with accessing other services (job training, counseling, housing, medical services).
- Work with survivors to complete reporting surveys regarding the interagency response to domestic violence and present findings at DART or other review team meetings.

Key Job Functions- contd.:

- Act as a liaison between victims, the intervention system and interagency review groups.
- Assists with facilitation of weekly support groups.
- Communicate to residents all safety/security procedures and assist with fire drills and safety inspections as assigned.
- Assist with childcare responsibilities as necessary. Plans and leads recreational activities for the children of clients. Maintains children recreational/program area, supplies, and is responsible for safety of equipment and environment.

Arbor Housing and Development Expectations:

- Report on time and work your scheduled shift, except in cases of emergency.
- In the case of an emergency, contact the Director of DV Services or DV Shelter Program Supervisor immediately.
- Adhere to AHD Personnel Policy Manual as it pertains to Employee/Client boundary policy and procedure.
- Effectively discharge the key job functions of your job in accordance with DV – NET Shelter regulation and protocol, MSDS, Personnel Policy Manual, AHD Code of Conduct.
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment.
- Foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual.

Physical Demands / Environment

- Bending, stretching, and standing for long periods of time
- Lift, push or pull 25 to 50 pounds.
- Required to stay awake and alert always; should avoid placing yourself in reclining, or lounging position.
- Confidential Residential Setting /Agency or Personal Vehicle.