



**DOMESTIC ABUSE INTERVENTION SERVICES
Job Description**

Job Title	Family Advocate	Department	Shelter
FLSA Status	Hourly non-exempt	Reports to	Case Management Coordinator
Classification	Full-time	Revision Date	08/22/2016

Job Summary:

The Family Advocate provides case management services to victims of domestic violence in the DAIS emergency shelter as well as crisis management and program support to ensure the quality of service provision within the shelter facility. Case management duties include providing support, advocacy, resource referrals, safety planning, and parenting support to shelter residents. The Family Advocate facilitates a weekly shelter support group, participates in rotational on-call coverage, and provides consultation and support to Shelter Advocates regarding strategies and responses to client service provision.

Supervises: No supervisory responsibilities

Qualifications:

- Four year degree in social work or related field desired, relevant field experience may be substituted in lieu of a degree.
- Experience in a residential facility setting strongly preferred.
- Experience working with child and adult trauma survivors strongly preferred.
- Experience in crisis intervention preferred.
- Excellent computer skills including knowledge of Microsoft Office preferred.
- Knowledge of domestic violence issues preferred.
- Knowledge of resources within Dane County and how to access those resources preferred.
- Bilingual preferred.

Competencies:

- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered.
- **Team Focused & Collaborative:** Promotes cooperation and commitment within a team to achieve goals and objectives.
- **Communication:** Clearly conveys and receives information and ideas through a variety of media in a manner that engages the listener or recipient, helps others to understand and retain the message, and invites responses and feedback.
- **Stress tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Confidentiality, Integrity, Ethics and Trust:** Maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions.
- **Problem Solving Attitude:** Approaches situations and challenges in a solution based, proactive, and effective manner.
- **Decision Making & Judgement:** Makes timely, informed decisions that take into account facts, risks, constraints and goals.
- **Professionalism and Personal Boundaries:** Conducts self within appropriate and expected professional boundaries and policies.

Duties and Responsibilities:

Direct Service

- Provides trauma-informed direct services to victims of domestic abuse and their children including support, advocacy, crisis intervention, safety planning, parenting support, information, and referrals.
- Provides comprehensive case management for shelter residents; supports and assists residents in achieving their individual goals.
- Completes needs assessments within 72 hours of resident entry into shelter.
- Assists with the daily living needs of shelter residents.
- Facilitates cooperative living, peer support, and resident participation in shelter programming.
- Models and actively promotes positive, nurturing interactions between adults and children in shelter.
- Communicates shelter rules and communal living guidelines to residents as outlined in the shelter intake. Promptly addresses difficulties or problems that arise per agency protocol; Issues notices to residents for rule violations.
- Models non-violent conflict resolution and uses non-violent forms of guidance.
- In conjunction with the Lead Shelter Advocate, takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents.

- Interacts sensitively with traumatized populations and handles crisis appropriately.
- Understands and utilizes principles of trauma informed care and the empowerment philosophy of advocacy.
- Provides follow-up services to residents after leaving the shelter as needed.
- Facilitates a weekly shelter support group.
- Provides cross-departmental and/or cross-functional support and direct services as needed or requested to ensure client needs are met; participates in related cross-training to ensure consistency and continuity of services.

Crisis Management and Program Support

- Provides crisis management, consultation, and direction to Shelter Advocates in sensitive and crisis situations with shelter residents in addition to overall direct service provision.
- Participates in team decision making process on shelter program procedures as a member of the Shelter Team.
- Provides rotational on-call coverage for 12 or 24 hour periods of time; providing consultation to shelter staff and volunteers around crisis situations, complicated issues, or emergency situations.
- Provides back-up shelter and/or help line coverage as needed.
- Utilizes critical thinking skills, exercises appropriate personal responsibility, and retains a positive outlook amidst challenging circumstances.

General Responsibilities:

- Maintains resource and referral information and procedures necessary to assist residents in achieving diverse goals.
- Develops and sustains working relationships with community partners; participates in community meetings as requested.
- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
- Maintains agency forms as required.
- Completes exit surveys with residents moving out of shelter.
- Attends agency meetings as required, including weekly supervision meetings.
- Attends trainings and continuing education activities as assigned.
- Performs other duties as assigned.

Work Environment and Physical Demands

- Work is primarily performed in a secured residential facility setting with communal areas, as well as in an office setting.
- Work requires the ability to ascend or descend stairs, as well as the agility to move about and position self efficiently to perform physical tasks and address emergency situations.
- Position requires the ability monitor and observe the activities of clients, and children of clients, within the facility.
- Work requires critical thinking abilities.

Other Requirements:

- Completion of the DAIS New Advocate Core Training program.
- Satisfactory Criminal Background Check.
- Must possess a valid Wisconsin driver's license and proof of vehicle insurance, and have access to a vehicle during work hours.
- Must obtain or maintain account with a financial institution for direct deposit of paychecks.

Acknowledgement:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The employee's signature below constitutes the employee's understanding of the requirements, functions and duties of the position.

Employee Name (please print): _____

Employee Signature: _____ Date _____