



## Job Description

<b>Job Title</b>	Bilingual Legal Advocate	<b>Department</b>	Community Services
<b>FLSA Status</b>	Non-exempt	<b>Reports to</b>	Legal Coordinator
<b>Classification</b>	Full-time	<b>Revision Date</b>	08/22/2016

**Job Summary:** The Bilingual Legal Advocate provides services directly to victims of domestic violence in Dane County and acts as a Service Representative per WI§ 895.45 for victims of domestic violence. The Bilingual Legal Advocate’s direct service responsibilities include providing support, information, advocacy, and court accompaniment to victims of domestic violence including assistance with restraining orders, civil, criminal, and other court matters, and legal referrals. Services are provided in English as well as Spanish. The Bilingual Legal Advocate is not a lawyer and does not give legal advice.

**Supervises:** No supervisory responsibilities

### Qualifications:

- Four-year college or university degree preferred though relevant experience may be considered in lieu of a degree.
- Bilingual fluency in Spanish and English required.
- Ability to comprehend and analyze legal information, including statutes, and to explain it in an understandable way to clients required.
- Experience working with trauma survivors strongly preferred.
- Experience in crisis intervention preferred.
- Knowledge of the legal rights of victims and the civil and criminal legal systems preferred.
- Experience with or knowledge of the civil and criminal legal systems required.

### Competencies:

- **Stress Tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization.
- **Communication:** Clearly conveys and receives information and ideas through a variety of media in a manner that engages the listener or recipient, helps them to understand and retain the message, and invites responses and feedback. Keeps others informed as appropriate. Demonstrates good written, oral, and listening skills.
- **Confidentiality, Integrity, Ethics & Trust:** Maintains confidentiality and earns others’ trust and respect through consistent honesty and professionalism in all interactions.
- **Professionalism & Personal Boundaries:** Conducts oneself within appropriate and expected professional boundaries and policies.
- **Interpersonal awareness:** Is able to notice, interpret, and anticipate others’ concerns and feelings, and to communicate this awareness empathetically to others.
- **Problem Solving Attitude:** Approaches situations and challenges in a solution based proactive and effective manner.
- **Respectfulness & Relationship Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Team Focused & Collaborative:** Promotes Cooperation and commitment within a team to achieve goals and objectives.

### Duties and Responsibilities:

#### **Direct Service:**

- Works with clients by phone, email, in face-to-face meetings, and in court.
- Provides information about restraining orders, family court, criminal court, immigration laws, and other legal procedures.
- Provides information and referrals about legal and other community resources.
- Assists clients in safety planning, identifying options, and problem-solving.
- Provides client-specific advocacy to meet identified client needs, such as contact with other service providers, law enforcement, and others.
- Assists clients in filling out and filing restraining order paperwork and attending injunction hearings.
- Assists clients in filling out and filing family court paperwork and attending hearings.
- Accompanies clients to other hearings as required.

- Keeps supervisor informed of high-risk situations in work with clients.
- 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.
- Maintains professional boundaries with organization clients.

**Advocacy, Outreach, and Organization Representation:**

- Provides community education as assigned by supervisor.
- Provides professional training to groups such as law enforcement and other partner agencies as assigned.
- Actively participates at community meetings as assigned by supervisor.
- Establishes and maintains collaborative relationships with community partners.

**Record-Keeping and Other Responsibilities:**

- Completes all required service documentation in a thorough and timely manner.
- Participates in organization grant and contract reporting as directed by supervisor.
- Adheres to organization policies and work rules.
- Consults with supervisor in weekly meetings about client concerns, workload management, professional development, and other areas.
- Attends organization staff and team meetings as required.

**General Responsibilities:**

- Maintains agency forms as required.
- Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
- Attends trainings and continuing education activities as assigned.
- Promotes an atmosphere of extraordinary customer service.
- Performs other duties as assigned.

**Work Environment and Physical Demands:**

- Work is primarily performed in an office setting and routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and filing cabinets.
- Work requires the ability to travel during the course of the work day to attend hearings and court proceedings
- Occasionally requires the ability to sit or stand for extended periods of time, and to move about and position self efficiently
- Requires the ability to adjust vision and focus to review documents and spreadsheets.
- Occasionally requires the ability to move or transport supplies or equipment weighing up to 20 pounds unassisted, while ascending or descending stairs.

**Other Requirements:**

- Satisfactory Criminal Background Check.
- Completion of DAIS New Advocate Core training program.
- Must possess a valid 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 understandings of the requirements, functions, and duties of the position.

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_