



Job Description

Job Title	Rural Community Services Advocate	Department	Community Services
FLSA Status	Non-Exempt	Reports to	Community Support Services Coordinator
Classification	Full-time	Revision Date	9/22/2016

Job Summary: The Community Services Advocate is responsible for providing direct services to victims of domestic violence who are utilizing DAIS community response services with a special focus on the rural areas of Dane County. The Community Response Program provides clients with face to face support, personalized safety planning and information regarding community resources. Additionally, this position provides direct services within the Support Group, Help Line, and LEAP (Law Enforcement Advocate Partnership) programs. This is a 1.0 FTE hourly position with scheduled day time and evening hours.

Supervises: None

Qualifications:

- A four-year college or university degree is preferred though relevant work experience may be considered in lieu of a degree.
- Bilingual (English/Spanish) preferred.
- Experience working with victims of trauma and their children.
- Experience working with individuals and families from diverse backgrounds.
- Knowledge of community resources in Dane County.
- Excellent written and verbal communication skills required.
- Excellent attention to detail.
- Excellent computer skills including knowledge of and experience with Microsoft Office preferred.
- Knowledge of domestic violence issues strongly preferred.

Competencies:

- **Commitment to Quality Service:** Builds and maintains client/community satisfaction with the services offered by the organization.
- **Adaptability and Flexibility:** Adapts to changing business needs, conditions, and work responsibilities.
- **Problem Solving Attitude:** Approaches situations and challenges in a solution based proactive and effective manner.
- **Respectfulness and Relationship-Building:** Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- **Valuing Diversity:** Helps to create an environment that embraces and appreciates diversity.
- **Collaboration:** The ability to develop, maintain, and strengthen partnerships with others inside and outside the organization who may be able to provide information, assistance and support.
- **Stress Tolerance & Unflappability:** Maintains composure in highly stressful or adverse situations.
- **Safety Awareness:** Maintains an awareness of conditions and circumstances that impact one's own safety or the safety of others.
- **Facilitating Groups:** Enables cooperative and productive group interactions.
- **Professionalism and Personal Boundaries:** Conducts oneself within appropriate and expected professional boundaries and policies.

Duties and Responsibilities:

Direct Service

- Provides trauma-informed direct services to victims of domestic violence and their children utilizing the community response and crisis intervention service programs, including support, advocacy, crisis intervention, safety planning, parenting support, information, and referrals.
- Provides in-person support to clients through the Community Response program. Services are provided in-person on a scheduled and walk-in basis, as well as over the phone.
- Provides support to victims first accessing DAIS services through the DAIS Help Line and through Law Enforcement Advocate Partnership (LEAP) referrals.
- Facilitates support groups on an ongoing and back-up basis, including groups in rural Dane County locations.
- Provides clients with information about their rights as victims of crime and crime victim compensation information.
- Provides community response clients with access to direct aid funds and resources in accordance with the DAIS direct aid guidelines and the community support services procedure manual.
- Collaborates effectively with community partners to coordinate services for DAIS clients.
- Takes appropriate first steps to deal with emergency situations with the goal of maintaining the safety of all clients.
- Responds effectively to challenging situations with clients.

- Consults with the Community Support Services Coordinator for input on high risk situations.

Other Duties and Responsibilities

- Participates in community-based rural community partner meetings aimed at creating victim access to services.
- Provides community education and training to other service providers and community groups in collaboration with other DAIS staff members.
- Supports rural communities in streamlining access to DAIS services.
- Assists the community support services coordinator in implementing rural support groups.

General Responsibilities

- Maintains agency forms as required.
- Adheres to agency policies and work rules, including confidentiality and code of ethics.
- Meets regularly with the Community Support Services Coordinator for supervision and consultation.
- Participates in agency staff meetings and other team meetings as required by supervisor.
- Attends trainings and continuing education activities as assigned.
- Promotes an atmosphere that aligns with the mission, vision and values of DAIS.
- 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.
- 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 50 pounds unassisted, while ascending or descending stairs.
- Requires regular travel to rural areas of Dane County.

Other Requirements:

- Completion of DAIS New Advocate Core training program.
- Satisfactory Criminal Background Check.
- 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: _____