

CLIENT ADVOCATE

ACCOUNTABILITY:

Safe Home Director

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The education/experience requirements listed below are representative of the knowledge, skill, and/or ability needed to perform this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Baccalaureate degree or related significant work experience, education, and/or training in the human service field. Ability to develop and maintain good rapport with both clients and other advocates. Ability to communicate verbally and in writing. Completion of the Pennsylvania Coalition Against Domestic Violence (PCADV) training. Requires ability to make appropriate decisions in crisis situations.

SUPERVISORY RESPONSIBILITIES:

Not Applicable.

RESPONSIBILITIES:

A. Insure that program objectives and activities are carried out.

1. Participate in the recruitment and training of new staff and volunteers to the Safe Home Program in accordance with PCADV directives.
2. Insure that clients receive appropriate referrals, emergency housing, options counseling, transportation, and legal advocacy through direct service and a team approach with all Safe Home advocates and volunteers.
3. Responsible for maintaining accurate and complete records of hotline calls, in person options counseling, legal proceedings, referrals, emergency housing, transportation, meetings, training sessions, and speaking engagements.
4. May be responsible for facilitation of support group.
5. Responsible for on call rotation as scheduled. This would be answering hotline calls as scheduled after business hours, holidays, and when Safe Home is closed. Responsible for in depth client interviews, gathering and organizing information and keeping statistical data as required. Possible transportation for emergency shelter or emergency PFA as needed.

6. Provide support, accompaniment and advocacy through the court system. Serve as a liaison with the legal system, (ie. attorneys, magistrates, police, probation, and judges.)
7. Develop and maintain a thorough understanding of PFAs (Protection from Abuse) orders and the enforcement of such.

B. Continuing Education/Awareness regarding domestic violence issues.

1. Attend all necessary and appropriate meetings, seminars, and symposiums geared to increase effective client services and provide instruction about domestic violence issues as directed by the Safe Home Director. Submit memorandums to the Safe Home Director and staff to share information insuring an effective, current, organized approach to the operation of Safe Home.
2. Participate in community education through public speaking as a Safe Home representative and advocate.
3. Perform other VOCA eligible duties as assigned by the Safe Home Director.

LANGUAGE SKILLS

Ability to read, analyze, and interpret reports. Ability to respond to common inquiries or complaints from customers or regulatory agencies. Ability to effectively present information to management and/or public groups.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

CLASSIFICATION: Non-Exempt