

DOMESTIC VIOLENCE CRISIS CENTER ADVOCACY NAVIGATOR - BI-LINGUAL



Job Summary:

The primary role of the **Bi-Lingual Advocacy Navigator** is to provide the overall crisis response of the hotlines and immediate, short-term services to clients. The Advocacy Navigator will assist clients in overcoming varied barriers to care; facilitate communication between staff, DVCC systems, providers, community resources, and other agencies; provide educational assistance; help obtain financial and housing resources; and help with cultural understanding. The position is to be carried out while empowering victims with respect to their safety and their right to self-determination.

Essential Job Functions:

A. Direct Services to sheltered and non-sheltered adult victims:

- Ensure all crisis calls during office hours are handled promptly and client's concerns and needs are addressed
- Provide initial triage for walk-ins in crisis and schedule appointments with members of the counseling team
- Assess clients for shelter admission in collaboration with residential staff using universal shelter intake
- Provide required follow-up which may include LAP calls, Hospital Calls, Safe Connect and volunteer/overnight staff hotline calls
- Provide client intake and advocacy
- Provide 24 hour hotline
- Provide emergency shelter if appropriate
- Advocate with outside systems regarding client's needs
- Provide individual domestic violence counseling and advocacy
- Advocacy including but not limited to the following: Children's services and advocacy, Legal system advocacy, Medical Advocacy, Substance abuse advocacy, Behavioral health advocacy, Housing advocacy, Other social service advocacy
- Assist clients in developing safety plans which address clients' particular situations, including safety planning for leaving, for staying, and for long range planning.
- Assist parents with safety planning which include their children
- Provide clients with information and referrals to resources outside the domestic violence program

- Provide Victim Compensation information and assistance in filing compensation forms to clients
- Other services as deemed necessary by the agency/supervisor
- Maintain a program wide statistical data collection system on all adult clients and the services provided via ETO.

B. Information and educational resource services to sheltered and non-sheltered adult victims:

- Provide written educational information to clients about domestic violence, its effects on victims, as well as effects on children.
- Provide to clients a state and local listing of available resources, such as health clinics, mental health services, housing information, public transportation, legal resources, immigration referrals, food and clothing, welfare offices, local school information, youth services, child care, job training, and employment opportunities.

C. Evaluation:

- Distribute and collect client survey for each client receiving in person services
- As feasible, complete a client survey for each client receiving phone services.

D. Other Requirements:

- Spanish speaking, Portuguese a plus
- Bachelor's degree and at least 5 years of relevant experience in a social service organization, with a desired background within an organization addressing domestic violence.
- MSW a plus or appropriate college training, years of experience, and intern/volunteer service allowed.
- Be certified as a Battered Woman's Counselor per CGS 52-146K before providing direct services to clients.
- Maintain certification by receiving not less than six (6) hours of in-service training annually, in issues related to working with victims of domestic violence and advocate job enhancement skills.
- Maintain service records, complete reports accurately and submit in a timely manner in accordance with DVCC standards.
- Comply with other responsibilities as specifically required by supervisor.

Knowledge, Skills and Abilities:

- Understands the importance of excellent customer service
- Excels at customer service
- Understanding and commitment to DVCC's mission and strategic plan and a commitment to anti-oppression and anti-racism work.

- Superior working knowledge of intimate partner and family violence issues and experience working in non-profit social service environment
- Experience providing direct services to trauma victims in crisis intervention, criminal justice, or a human services field.
- Comprehensive working knowledge of the dynamics of domestic violence and its effects on adult and child victims.
- Commitment to working with domestic violence victims to develop a plan for their safety and preserve their right to self-determination
- Commitment to breaking the cycle of domestic violence and empowering victims
- Basic crisis intervention and counseling skills
- Basic group facilitation skills
- Experience and able to work effectively with a diverse range of clients
- Knowledge of community resources
- Ability to develop effective written educational materials regarding domestic violence issues and resources available.
- Ability to develop and work with volunteers
- Valid license and automobile required.
- Able to manage multiple complex issues at the same time and exercise sound judgment.
- Proficiency in Microsoft Office software.
- Willingness to travel within Fairfield County and Connecticut.

Job Type: Full-time

Pay: \$40,000.00 - \$45,000.00 per year

COVID-19 considerations:

Consistently sterilizing surfaces and multi-use items. Temperature checks and masks a must.