



## ADVOCACY NAVIGATOR

**Reports to:** Associate Director  
**Original Date:** December 2020  
**Job Status:** Full Time – 37.5 hours  
**FLSA Status:** Non-Exempt

**Department:** Counseling  
**Revised Date:**  
**Location:** Stamford, CT  
**Travel Requirements:** 10%

### Job Summary:

The Advocacy Navigator ensures all crisis calls are handled promptly and client's concerns and needs are addressed. Assists clients in developing safety plans to address client's particular situations including safety planning, long range planning, shelter admission and services needed. Maintains a program wide statistical data collection system on adult clients and the services provided.

### Essential Job Functions:

- Ensures hotline and LAP or any other crisis calls during office hours are handled promptly addressing client's concerns and needs.
- Communicates with all departments to refer clients to specific departments depending the services needed and/or required.
- Assesses clients for shelter admission in collaboration with residential staff using universal shelter intake processes and procedures.
- Translates documents and forms for clients insuring their understanding of each document.
- Provides intake, crisis intervention and safety planning assessments to support the client.
- Maintains a program wide statistical data collection system on adult clients and the services provided via ETO. Report on statistics accurately and in a timely fashion.
- Adheres to established procedures concerning documentation, statistical analysis and reports.
- Supports agency mission by participating in community meetings and committees as requested by supervisor.
- Contributes to quality services by staying informed of developments and trends in the area of domestic violence.
- Navigates clients through the various social and justice systems necessary to move from victim to survivor.
- Guided by established procedures, policies and processes related to the organization's missions and goals.

### Qualifications:

- Bachelor's Degree in Social Work or related degree.
- Three plus years of experience with a background in social services.
- Fluent in Spanish
- Familiarity working in a non-profit organization; work with domestic violence population a plus.
- Strong customer focus with good active listening skills.
- Excellent conflict management and negotiation skills.
- Highest level of ethics and values.
- Ability to build relationships and manage challenging cases.
- Attention to detail, time management and strong organizational skills.
- Ability to work with general supervision

- Ability to work with all levels of people and maintain a professional attitude and foster relationships.
- Ability to maintain the utmost confidentiality of all information, material and correspondence.
- Demonstrated ability to work in a fast-paced, changing team environment.
- Strong written, oral and interpersonal communication skills.
- Ability to use logic and reasoning to identify solutions and approaches to problems.
- Ability to make good judgments and decisions relating to day-to-day activities.
- Demonstrated flexibility, agility, adaptability and ability to multi-task.

**Physical Demands:**

Physical Abilities	N/A	Occasionally	Frequently	Constantly
Standing			X	
Walking			X	
Sitting				X
Stoop, kneel, crouch, crawl, bend		X		
Handling/Fingering				X
Reach Outward/Above		X		
Taste and Smell		X		
	Less than 10 lbs	10 lbs to 50 lbs	50 lbs to 100 lbs	More than 100 lbs
Lifting		X		
Visual Requirement	20/20 Correctable Vision			

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