



## sonoma county

# Sonoma Works Bilingual Community Advocate Job Description

April 2018

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 30 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence and sexual assault services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

|                           |   |                     |                     |
|---------------------------|---|---------------------|---------------------|
| <b>Position:</b>          | Bilingual Community Advocate Sonoma Works | <b>Wage:</b>        | \$16.50 - \$18.50   |
| <b>Department:</b>        | Domestic Violence Services                | <b>Pay Basis:</b>   | Hourly              |
| <b>Reports To:</b>        | DV Services Manager                       | <b>FLSA Status:</b> | Non-Exempt          |
| <b>Hours/Week:</b>        | 40  | <b>Benefits:</b>    | Eligible at 1.0 FTE |
| <b>Employment Status:</b> | Regular Full-time, At Will                |                     |                     |

---

### Position Summary

The Bilingual Community Advocate is stationed at Sonoma Works and is responsible for providing assistance and resource information to victims of domestic violence. The Bilingual Community Advocate acts as an intake worker for the Season of Sharing fund, screens applicants, and assists with the completion of forms.

This is a high-profile, public-interaction position requiring a high degree of compassion, professionalism, and a constant awareness that the employee is often the first non-law enforcement contact the victim encounters. The Bilingual Community Advocate is truly an 'ambassador' for the organization. Public presentations about domestic violence issues are occasionally required. The Bilingual Community Advocate must be available to be on a rotating on-call schedule, and be responsive to phone calls and to immediate law enforcement advocate requests.

### Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. Competent performance of all essential tasks is critical to the continued employment of the employee in this position.

- **Advocacy**  
Performs intake, on-going assessment, and develops individualized, goal-oriented service plans to enhance safety, stability and self-sufficiency for clients and their families. Assists in achieving goals through advocacy, information and referral concerning legal, health, housing, public entitlements, family functioning and dynamics, substance abuse and other service needs. Assists in the development and use of personal and community resources; teaches and enhances problem-solving and self-advocacy skills.
- **Reporting**  
The position requires that specific reports be completed in a timely and accurate fashion according to grantor mandates. Employees must understand that failure to comply with this administrative aspect of the job may jeopardize the grant – as well as continued employment - and should comply accordingly.
- **Group Facilitation**  
Facilitates peer support groups of 5-15 clients around a wide array of domestic violence issues. Candidate will also be responsible for intake and screening of appropriate group participants.
- **Public Speaking**  
Presents materials to a variety of groups on a wide range of topics upon request around issues of the elimination of domestic violence. Updates materials prior to presentation according to established procedures.
- **Meetings**  
Collaborates, coordinates and attends monthly multi-disciplinary meetings with community agencies.
- Performs other duties as requested.

### Fundamental Knowledge, Skills and Abilities

The successful candidate possesses the ability to consistently demonstrate the following characteristics in these key areas:

- **Advocacy and Case Management**

Knowledge of the basic principles of public safety for domestic violence.

Knowledge of or ability to acquire working knowledge of the legal system as it applies to Civil Protection Orders. Knowledge of or ability to acquire working knowledge of immigration process of a U-Visa or through VAWA.

Demonstrated ability to adhere to the rules of confidentiality in human service and agency settings and work effectively in a team setting.

Ability to handle crisis situations, be flexible and remain calm in stressful situations.

Able to maintain appropriate boundaries and work with clients in a non-judgmental and supportive fashion.

- **Communications**

Ability to communicate proficiently in both English and Spanish (strongly preferred) with clients from varied backgrounds, cultures, and socio-economic levels where English may not be the primary language.

Communicate effectively and tactfully in both oral and written forms (English and Spanish strongly preferred). Standard English usage, spelling, grammar and punctuation.

Able to use standard office communication methods, such as email, fax, phone.

Strong interview skills; ability to extract personal information

Responds to requests in a prompt, professional and thorough manner.

- **Leadership and Teamwork**

Able to maintain a professional attitude and calm demeanor in the face of emotionally challenging circumstances.

Strong interpersonal skills. Ability to create and maintain good working relationships with YWCA clients, volunteers and staff.

Demonstrates initiative and accepts personal responsibility commensurate with position.

Ability to work both independently and cooperatively with all contacts in a culturally diverse environment.

Able to motivate self and others with high energy and a positive outlook.

- **Operations and Administration**

Working knowledge of computer applications.

Generate accurate reporting and data in a timely fashion as directed. Ability to detect obvious errors in data and recognize needed corrective action.

Follow established policies and procedures.

Ability to effectively manage multiple tasks, conflicting priorities, and deadlines.

Analytical thinking, goal and priority setting, problem solving, follow through skills.

Basic arithmetic computation.

Universal Precautions and other safe work practices.

### **Key Behavioral Traits**

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction, and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.
- **Organizational Culture:** Commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

### **Prerequisite Qualifications**

The candidate must meet the following criteria in order to be considered for employment in this position:

- Bilingual/Spanish strongly preferred.

- Any combination of education, training and experience that would provide the opportunity to acquire the knowledge, skills and abilities above.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse client and community population via telephone and in person.
- Two years' work or volunteer experience in a human services setting preferred.
- High school diploma or equivalent.
- Bachelor's Degree preferred.
- Willingness to be "on-call", work nights, holidays and/or weekends.
- TB test and drug screen (provided by agency).
- Ability to pass agency and requisite law enforcement criminal background checks.
- Valid driver's license, current auto insurance, ability to transport self to job-related events and education locations.
- Experience with Windows operating system.

#### **Post-Hire Requirements**

- Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval; however the next available class must be attended and successfully completed to continue the employment relationship.

#### **Supplemental Qualifications**

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Bilingual English/Spanish.
- Bachelor's Degree in a related field.
- Experience as group facilitator, crisis intervention and/or social work.

#### **Physical Requirements**

Must be able to lift up to 35 pounds on an occasional basis, and stand, run, walk, sit, squat, stoop, bend, twist, turn, push, pull to interact with preschool age children. Motor skills sufficient to manipulate objects using fine and large motor skills, operate a computer workstation for several hours each day and drive an automobile providing client transportation to/from various locations. Mobility sufficient to walk up and down three flights of stairs on a regular basis and move throughout worksite and between office buildings. Visual acuity sufficient to read and supervise children indoors and outdoors in a variety of activities, including close, distant, and peripheral vision, ability to adjust focus and accurate color perception. Speech and hearing sufficient to receive and communicate detailed information clearly by phone and in person.

**TO APPLY:** Submit Resume & Cover Letter to [jprovost@ywcasc.org](mailto:jprovost@ywcasc.org) with "Community Advocate Sonoma Works" in subject line.

Thank you for your interest in employment with the YWCA. We may be unable to respond to every individual submission due to a high volume of applicants. Please do not telephone. Applicants who do not follow the application procedure are immediately disqualified.