



Valencia Shelter Services

VICTIM ADVOCATE

Hours: Full or part-time

Reports to: Victim Service Coordinator

Compensation: Dependent on Experience

Scope of Work: Provides crisis intervention, case management, and advocacy for victims of domestic violence, sexual assault, and child abuse. Participate as a member of VSS' dynamic advocacy team providing support in a trauma-informed manner. Maintain all client files in accordance with grant requirements and state and federal law requirements.

QUALIFICATIONS:

- BA in Human Service field and/or any combination of education and training with the target population or 2 years relevant experience in human service related field with some experience in working with adults and children. Bilingual strongly preferred.
- Experience working with diverse populations.
- Must be 21 years of age or older.
- Must have the ability to communicate effectively, orally and in writing.
- Ability to perform in crisis situation.
- Strong organizational skills.
- Ability to interact with clients in a caring manner while maintaining boundaries.
- Be part of a team with shelter and program staff.
- Must have specific training in the following areas within one year of employment with training documented (when possible) in personnel file:
 - Child abuse and neglect laws and referral procedures, symptoms, and dynamics.
 - Communication skills and techniques.
 - Conflict resolution.
 - Knowledge of abusive family dynamics.
 - Other appropriate topics.
 - Maintains good physical and emotional well being.
 - Demonstrates personal qualities such as good judgment, responsibility, and an ability to relate effectively with clients and family members.

PRIMARY RESPONSIBILITIES:

- Provides trauma informed and client centered general advocacy for all clients. This includes crisis intervention, emotional support, personal and legal advocacy and follow-up.
- Responsible for providing necessary agency referrals.
- Coordinate and communicate with community partner agencies as needed while maintaining client confidentiality.
- Participate in client staffing.
- Responsible for helping at the shelter when necessary.
- Responsible for completing the required paperwork and maintaining client files.

- Responsible for preparing necessary paperwork for funding sources.
- Turn in monthly paperwork by the 3rd of the month for the preceding month.
- Coordinate with other VSS program components in referrals and case management.
- Abide by confidentiality.
- Be cross-trained in other areas of the agency's support services.
- Be available to assist in the agency's other support services when necessary.
- Conduct trainings in the community.
- Represent the Agency at community events providing materials and education.
- Other Duties as assigned.