



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 RESPONSIBILITES:**

- 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 3<sup>rd</sup> 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.