

**POSITION:** SE Community Based Advocate  
**DEPARTMENT:** Community Based Services  
**REPORTS TO:** Director, Clinical & Advocacy

**Status:** Non-Exempt  
**Hours:** 35 hours/week

**SCOPE OF WORK:**

Provide immediate and ongoing advocacy services to victims of domestic violence who reside in SE region. Work collaboratively with other New Hope staff and community providers to ensure comprehensive support and safety options to victims and their families. Coordinates New Hope's Housing Stabilization program and Flexible Funds program, to facilitate safe and stable housing for those struggling with sexual and domestic violence in SE and SC regions. **It is expected that advocate's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

**PRIMARY DUTIES:**

- Provide 50/50 weekly coverage of hotline in coordination with Crisis Intervention Specialist
- Address callers' immediate needs around their safety, counseling, advocacy or other information needs
- Provide community based survivors of domestic and sexual violence with the following services: crisis intervention, initial intake, safety planning, general and system specific advocacy, as well as offer linkages to internal and external resources.
- Offer minimum of 5 intake appointments per week for new or newly returning survivors seeking services
- Assist survivors who call or appear in person with immediate support around their safety and service needs
- Provide education for survivors: dynamics of abuse, 209A rights and options, external systems, etc.
- Plan, organize and/or co-facilitate appropriate groups for survivors (DV101, Money School, General Support, etc.).
- Coordinates with supervisor to flex hours to accommodate client needs
- Update and maintain information about community resources for both regions to provide immediate and effective referrals
- Meets with clients to determine eligibility for Housing Stabilization and/or Flex Funding for appropriate referral to HSP
- Assists clients in completing appropriate paperwork to facilitate client access to funding when needed
- Researches and coordinates services appropriate to clients' housing needs (e.g., legal services, housing, welfare, medical care, social services, job training, etc.) and assists clients in the application process where appropriate
- Networks with appropriate New Hope Senior Management Team, staff & clients in conjunction with broader systems/organizations to act as a legislative liaison to further the needs of survivors of both domestic and sexual violence
- Represents New Hope at various community collaborations and networks, as appropriate, bringing information and resources back to programs/staff
- Performs various duties/projects as required by Director and/or Senior Management
- As funded, assist in coordination of the use of Uber services as well as tracking spending.
- Provide SANE coverage a minimum of 2 shifts per month/backup as required

**SKILLS AND ABILITIES:**

- Ability to communicate effectively and with sensitivity to a diverse population
- Strong interpersonal, organizational and prioritizing skills
- Self motivated, self-reliant, and dependable
- Demonstrates maturity and self-awareness
- Flexibility of time/scheduling
- Valid driver's license and dependable transportation
- Negotiating skills
- Basic computer skills and capable of skill building

**EDUCATION AND EXPERIENCE:**

- B.A in Human Services or equivalent life/education experience
- Related domestic violence experience preferred
- Experience with homeless populations preferred
- Bilingual preferred

At New Hope we celebrate diversity and are committed to creating an inclusive environment for all employees. We strive to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, New Hope will provide reasonable accommodations for qualified individuals living with disabilities.

New Hope's goal is to increase representation of women, people of color, LGBTQIA+, veterans and persons living with disabilities. Our programs are designed to comply with all applicable federal, state and local laws, directives and regulations and cover all human resource actions including employment, compensation, benefits, training, education, tuition aid, transfers, promotions and social/recreational programs.

