

**POSITION:** SAFEPLAN Advocate, SC Floater **Status:** Non-Exempt  
**DEPARTMENT:** SAFEPLAN **Hours:** 35 per week  
**REPORTS TO:** Senior SAFEPLAN Advocate

**SCOPE OF WORK:** The primary objective of the SAFEPLAN advocate is to assist survivors of domestic violence who are seeking help from the judicial system at area courthouses in the southcentral Mass location. The role of the advocate is to provide safety planning, information about the law and referral services to survivors. Provides back up and assistance in each of the following Worcester County District Courts: Westborough, Uxbridge, Milford, Dudley, and East Brookfield. **It is expected that the SAFEPLAN 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:**

- Assist survivors of domestic violence who come to court seeking protective orders by: providing crisis assessment and intervention assisting survivors in completing protective order application forms providing information for survivors on legal options and the process to obtain a protective order
- Screen potential clients for appropriateness and eligibility to receive SAFEPLAN services
- Conduct comprehensive safety planning for survivors and their children that is individualized for each client and consists of ways for the client to remain safe in different situations
- Accompany and advocate for survivors in court during civil proceedings
- Make referrals and connections for appropriate follow-ups to domestic violence services, other social service programs and the District Attorney’s office as necessary including counseling, group support, legal services or District Attorney Victim Witness Advocates
- Work with MOVA and court/criminal justice personnel to improve services to survivors
- Maintain appropriate and professional boundaries with individuals receiving SAFEPLAN services
- Establish professional and collaborative working relationships with court personnel and others including, but not limited to, clerks, judges, attorneys, prosecutors, security officers and victim witness advocates
- Exercise empathetic and active listening skills
- Work under the empowerment model to inform survivors of their rights and options as a survivor of domestic violence
- Discuss the dynamics of abuse with survivors of domestic violence
- Make Follow-up calls to clients and on behalf of clients to referral sources and at times follow up with law enforcement to verify that protective orders have been served
- Adhere to confidentiality policies, recordkeeping and SAFEPLAN Program Guidelines/statistical reporting
- Be knowledgeable of changes in local, state, and national law as well as legislative issues relating to the provision of assistance to survivors facing court processes and provide training and support to SAFEPLAN volunteers
- Collaborate with other SAFEPLAN advocates and volunteers to assure coverage in New Hope’s seven represented District Courts, in accordance with the court coverage agreement
- Complete statistical data reporting as required
- Perform other SAFEPLAN related tasks as requested by the Senior SAFEPLAN Advocate and/or Senior Management
- Act as backup to all SE and SC courts.

**EDUCATION AND EXPERIENCE:**

- Bachelor’s degree in relevant field or equivalent life/work experience
- Experience working with survivors of domestic violence and/or crime survivors (court experience preferred)
- Knowledge of legal issues affecting survivors of domestic violence
- Valid driver’s license and dependable transportation
- Demonstrated ability to work cooperatively with other professionals
- Bilingual highly preferred
- Knowledge of SAFEPLAN policies and procedures manual and job related duties

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.

