

POSITION: SE Community Based Advocate **Status: Non-Exempt**
DEPARTMENT: Community Based Services **Hours: 35 hours/week**
REPORTS TO: Manager of Community Advocacy
BASE SALARY: \$20-23/hr (*differential pay if candidate speaks one or more of the top languages spoken in our service area*)

SCOPE OF WORK:

Provide immediate and ongoing advocacy services to survivors of sexual and domestic violence. Work collaboratively with other New Hope staff and community providers to ensure comprehensive support and safety options to survivors and their families. Coordinate and collaborate with other advocates for New Hope's Housing Stabilization program and Flexible Funds program, to facilitate safe and stable housing for those struggling with sexual and domestic violence. **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 the advocacy team
- Address callers' immediate needs around 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 4 intake appointments per week for survivors seeking services
- Assist survivors who call or come as walk-ins with immediate support around their safety and service needs
- Plan, organize and/or co-facilitate appropriate groups for survivors (DV101, Money School, General Support, etc.).
- Update and maintain information about community resources to provide immediate and effective referrals
- Meet with clients to determine eligibility for Housing Stabilization and/or Flex Funding for appropriate referral to HSP
- Assist clients in completing appropriate paperwork to facilitate client access to funding
- Research and coordinate services appropriate to clients' housing needs (e.g., legal services, housing, welfare, medical care, social services, job training, etc.) and assist clients in the application process where appropriate
- Support policy work impacting sexual and domestic violence survivors.
- Represent New Hope at various community collaborations and trainings to bring information and resources back to programs/staff
- Perform various duties/projects as required by supervisors
- Assist in coordination and facilitation of Uber services to clients
- Provide SANE coverage a minimum of 2 shifts per month/backup as required
- Attend bi-weekly staff team meetings and quarterly all staff meetings
- Attend weekly one-on-one supervision with the advocacy manager
- Ensure data is completed in a timely manner in line with state requirements
- Complete other tasks as requested by manager

SKILLS AND ABILITIES:

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

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

BENEFITS:

- Dental insurance
- Employee assistance program
- Flexible schedule

- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Vision insurance
- 403b retirement program

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.