



Job Description

HEAL ADVOCATE

DEPARTMENT: Community Programs
REPORTS TO: Court Advocacy Program Coordinator
HOURS/STATUS: Full time/Non-Exempt

Willow Domestic Violence Center is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Every day we have an impact on the lives of families. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Heal Advocate is a key member of the WILLOW DOMESTIC VIOLENCE CENTER Team and is responsible for supporting clients in trauma who use the Heal Clinic at Strong Hospital. The Heal Advocate will have a physical office within the HEAL clinic at Strong Hospital and provides crisis counseling, court advocacy, mobile advocacy, safety planning, and makes appropriate referrals while using best practices and a solution-focused trauma informed approach. The Heal Advocate will also write petitions for Monroe County Domestic Violence Intensive Intervention Court for survivors within the URM medical system and any other qualifying location within the community, provide all of the required court information and documentation, and collaborate with Willow's Court Advocacy Program, court staff, probation assistants and attorneys. The ideal candidate is survivor centered and will have experience in trauma informed care, case management, counseling, crisis management, community resources and excellent communication skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

COORDINATION OF CLIENT CARE

- Partner with members of Monroe County Domestic Violence Intensive Intervention Court team (Court staff, Probation, Willow's Court Advocacy Program [CAP] and Legal Aid) to ensure that clients receive the appropriate services and support they need while navigating the process of requesting an Order of Protection.
- Respond to emergency cases within the URM network to provide support to patients requiring DV services.
- Meet with clients within the URM network to write and electronically submit petitions for court.
- Collaborate with CAP staff and all court partner agencies to best support clients within the URM network to coordinate the process of drafting petitions and video testimony with Judges/Referees.
- Provide supportive advocacy, safety planning and crisis counseling for clients.
- Provide appropriate referrals to connect clients to supportive services in the community.
- Case conference with HEAL partners to ensure client needs are met.
- Participate in promotion and outreach to educate potential referral sources.
- Practice trauma informed care and solution focused counseling when working with clients.
- Interface with providers and represent the agency within the community.
- When appropriate, provide mobile advocacy (support, safety planning, petition writing, video testimony, and community resources to survivors) in the community and/or in other Willow Programs.

DOCUMENTATION AND REPORTING

- Submit all appropriate documentation to funding agencies in adherence with their guidelines.
- Using agency software, complete timely and accurate documentation of all services provided to clients and their families.
- Assist survivors (who are eligible) in submitting OVS claim applications.

OTHER DUTIES AS ASSIGNED

- Supports evidence collection process.
- Supports research process conducted by Heal.
- Provide client transportation to and from court as needed.
- Complete all job functions ethically and in a culturally competent manner.
- Attend and participate in pertinent agency meetings and training.
- Any other duties as may be assigned.

QUALIFICATIONS

- Bachelor's degree in human service or a related field and a minimum of two years of experience in DV court, case management, counseling and advocacy or an equivalent combination of education and experience.
- A minimum of one year of experience working with people seeking orders of protection.
- Bilingual English/Spanish strongly preferred.
- Excellent communication skills (verbal and written) are required.
- Adaptable and flexible.
- New York State Driver's License not in jeopardy of being revoked.

HOW TO APPLY

Submit cover letter and resume by mail or email:

◦ **Mail: P.O. Box 39601, Rochester, NY 14604**

◦ **Email: HR@willowcenterny.org**

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.