



## Job Description

### MOBILE ADVOCATE

**DEPARTMENT:** Mobile Services and Initiatives  
**REPORTS TO:** Coordinator of Court Services  
**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 Mobile Advocate is a key member of the Willow Domestic Violence Center Team and is responsible for counseling and advocating for clients in trauma. The Mobile Advocate will ensure that each client receives all of the proper assistance and support they need when seeking supportive services. The Mobile Advocate provides crisis counseling, advocacy and support to clients using a solution focused approach through a trauma informed lens. The ideal candidate is client centered and will have experience in case management, counseling, crisis management, community resources and excellent communication skills. This position pays \$17.95 per hour.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

---

- Meet clients off site in a safe agreed upon location to provide support and counseling throughout the community.
- Provide support, crises intervention, safety planning, counseling, domestic violence education, advocacy and court accompaniment to survivors of domestic violence, sexual assault, dating violence and stalking going through proceedings in Domestic Violence Intensive Intervention Court, Integrated Domestic Violence Court and City Court.
- Assess victims' needs, provide referrals and facilitate connections with Willow residential and non-residential programs as well as other community support services.
- Create and maintain collaborations with other service providers to broaden access to DV services.
- Work in collaboration with other Willow programs & services to ensure consistent program coverage and service delivery.
- Maintain confidentiality and complete all job functions in an ethically and culturally competent manner.
- Facilitates intake process for new referrals for community support.
- Complete necessary monthly statistical and program reports as required by funding sources.
- Provides timely documentation for client files and program statistics.

#### 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.

#### OTHER DUTIES AS ASSIGNED

---

- Participates in all agency meetings and debriefings
- Provide client transportation to and from appointments as needed.
- Attend and participate in pertinent agency and community meetings and training.
- Any other duties as may be assigned.

#### QUALIFICATIONS

---

- Bachelor's Degree in Social Work or related field is required, MSW or MS in counseling preferred.
- A minimum of one-year experience in individual and group counseling experience and successful experience working with families in crisis.
- Bilingual in ASL preferred.
- Excellent written/oral communication and computer skills (Microsoft Office suite) required.
- Position requires the ability to work well with a variety of systems, as well as maintaining discretion and confidentiality.
- Adaptable and flexible. Availability to work weekends and evenings as needed.
- 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](mailto: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.