

## Job Description

### COURT ADVOCATE

#### JOB SUMMARY

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The Court Advocate is a key member of the WILLOW DOMESTIC VIOLENCE CENTER Team and is responsible for assisting with: providing information, support, crisis counseling, education, advocacy and court accompaniment to survivors filing an Order of Protection in Monroe County Family Court. The Court Advocate will ensure that each survivor receives all of the proper assistance and support that they need throughout the process using best practices and a trauma informed approach. The ideal candidate is client centered and will have strong communication and organizational skills.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### INTAKE & SUPPORT

- Assist survivors filing for an Order of Protection in Monroe County Family Court by answering questions and explaining the court process, procedures, expectations and options.
- Provides survivors of domestic violence with information regarding the Family Court process; conducts initial needs assessments; crisis intervention; referrals to community resources, other Willow programs, and legal services; and provides accompaniment/advocacy. Provides ongoing safety planning and power and control assessments.
- Takes initiative to find solutions to identified gaps and barriers to services; and to seek out additional projects when client work is slow.
- Using agency software, complete timely and accurate documentation of all services.

##### COLLABORATION, EDUCATION, & TEAMWORK

- Maintains professional, healthy collaborations with community agencies, court personnel, probation personnel and Willow staff.
- Attends and is an active participant in agency trainings, staff meetings and identified court-related meetings.
- Embraces and integrates Trauma-Informed Care and Solution-Focused Models of providing services.
- As needed, provide support, debriefing, and training to interns and volunteers.
- Serve as a competent, flexible, and supportive member to the Court Advocacy Team and larger Willow team who fosters a positive, healthy, and values aligned work environment.
- Engages in regular supervision to practice self-reflection, increase self-awareness, build skills, provide & receive feedback, and engage in consistent communication on quality of CAP services & program functioning.

#### OTHER DUTIES AS ASSIGNED

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- Maintain confidentiality at all times.
- Complete all functions in an ethically and culturally humble manner.
- Respond to hotline calls when necessary and available.
- Document all hotline calls following the agency's procedures.
- Any other duties as may be assigned.

#### REQUIRED QUALIFICATIONS

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- Bachelor's Degree in human services preferred; or Associate's Degree with comparable experience, or an equivalent combination of education and experience.
  - Experience in human service field required; domestic violence service experience preferred.
  - Bi-Lingual preferred; able to read, write and speak Spanish and/or ASL proficiently.
  - Ability to prioritize tasks and handle numerous assignments simultaneously
  - Ability to recognize and maintain confidentiality of information
  - Sound judgement and decision-making ability
  - Must be adaptable and flexible
  - High degree of organizational skills and attention to detail
  - Excellent communication skills (verbal and written) are required.
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## ADDITIONAL INFORMATION

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- Location: Court
- Reports to: Manager of Court Services
- Hours/Status: 37.5 hours/Non-Exempt
- \$21.00/hourly

## HOW TO APPLY

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Submit cover letter and resume by mail, 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 paid time off, and a 401k retirement plan.***

### *Willow Domestic Violence Center is an Equal Opportunity Employer*

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.