

Job Description

DV HIGH-RISK TEAM MOBILE ADVOCATE

JOB SUMMARY

The Domestic Violence High Risk Team (DVHRT) Mobile Advocate is responsible for supporting high-risk domestic violence cases through coordination, advocacy, and direct client services. This role works as part of a multidisciplinary team, collaborating with law enforcement, social services, and legal professionals to promote survivor safety and well-being.

The DVHRT Mobile Advocate assists with risk assessments, safety planning, and case coordination while providing direct support to clients experiencing trauma. Responsibilities include offering crisis intervention, advocacy, and basic case management using a trauma-informed, solution-focused approach. The role also helps connect clients to appropriate community resources and ensures they receive the services needed to support their safety and stability.

The ideal candidate is client-centered, compassionate, and organized, with strong communication skills and an interest in working with individuals impacted by domestic violence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- ✔ Meet clients off site in a safe agreed upon location to provide support and case management throughout the community.
- ✔ Provide support, crisis intervention, safety planning, case management, domestic violence education, and advocacy.
- ✔ Assess survivors' needs, provide referrals and facilitate connections with Willow residential and non-residential programs as well as other community support services.
- ✔ Create and maintain collaboration 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.
- ✔ Facilitate the intake process for new referrals for community support.
- ✔ Complete necessary monthly statistical and program reports as required by funding sources.
- ✔ Ensure that new cases are presented to the DVHRT Coordinator and assist partners and team with the preparation of cases for presentation and discussion.
- ✔ Provide timely documentation for client files and program statistics.
- ✔ Respond to referrals from community partners for individuals needing DV services; including but not limited to the Rochester Police Department, Monroe County District Attorney's Office, and other organizations.

DOCUMENTATION & 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.
 - ✔ Participate and facilitate assigned Mobile Groups in collaboration with the Prevention Team.
 - ✔ Attend and participate in pertinent agency and community meetings and training.
 - ✔ Assist the Hotline and other programs when needed — providing crisis and supportive counseling, information, referrals, and safety planning over the telephone or in person.
 - ✔ Any other duties as may be assigned.
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REQUIRED QUALIFICATIONS

- ✓ Bachelor's Degree in Social Work or related field is required, or an equivalent combination of education and experience
- ✓ A minimum of one-year experience in working with families or individuals in crisis
- ✓ A minimum of one-year of experience in the court or legal field.
- ✓ Experience in case management, crisis support, or community-based services preferred
- ✓ Bilingual in Spanish or 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 complying with agency standards and access to a reliable vehicle.

ADDITIONAL INFORMATION

- ✓ Department: Advocacy Services
- ✓ Location: Mobile
- ✓ Reports to: High Risk Team Coordinator
- ✓ Hours/Status: Full-time/Non-Exempt/ Monday-Friday 9am-5pm
- ✓ Payrate: \$24/hour

HOW TO APPLY

Submit resume by 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 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.