

Job Description

COURT ADVOCATE

JOB SUMMARY

The Court Advocate is a vital member of the Willow Domestic Violence Center team, providing trauma-informed advocacy, crisis support, and court accompaniment services to survivors seeking Orders of Protection in Monroe County Family Court.

This role offers information, emotional support, crisis counseling, education, and advocacy throughout the court process, ensuring survivors receive consistent, compassionate, and informed assistance. The Court Advocate utilizes best practices in domestic violence response and a survivor-centered, trauma-informed approach to support safety, empowerment, and informed decision-making.

The ideal candidate is client-centered, highly organized, and possesses strong communication skills, with the ability to support survivors through complex and often high-stress legal proceedings.

ESSENTIAL DUTIES & RESPONSIBILITIES

CLIENT SERVICES:

- ✓ Conduct initial needs assessments and provide trauma-informed crisis intervention, advocacy, emotional support, and safety planning to survivors involved in the Family Court process.
- ✓ Support survivors writing and filing for Orders of Protection in Monroe County Family Court by explaining court procedures, expectations, legal options, and available resources.
- ✓ Provide court accompaniment and ongoing support throughout all stages of court proceedings.
- ✓ Assist survivors in preparing for court appearances and navigating the legal process while promoting survivor autonomy and informed decision-making.
- ✓ Collaborate with court personnel, legal partners, and community agencies to support coordinated, survivor-centered services and referrals.
- ✓ Connect survivors to legal, housing, counseling, and other community-based resources based on individualized needs.
- ✓ Maintain current knowledge of court procedures, legal protections, and domestic violence resources to effectively support survivors.
- ✓ Respond to referrals from internal and external partners in a timely and professional manner.
- ✓ Participate in community collaboration efforts to strengthen the system response to domestic violence cases.

DOCUMENTATION & REPORTING:

- ✓ Utilize agency software to complete and maintain accurate, timely, and confidential client documentation in accordance with agency policies, licensing standards, funding requirements, and professional ethical guidelines.
- ✓ Prepare and submit timely CAP reports and required outcome documentation while ensuring compliance with funding agency requirements, program standards, and all applicable reporting expectations.
- ✓ Submit all internal agency documentation, incident reports, referrals, and related paperwork to the appropriate departments in a timely manner.

HOTLINE CROSS-COVERAGE:

- ✓ Respond to hotline calls when necessary:
 - Provide crisis and supportive counseling/advocacy, information, referrals, and safety planning as needed over the telephone or via text, webchat or messaging in a trauma informed and solution focused manner.
 - Screen and assess risk to determine survivor needs.
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- Link individuals to services at Willow including groups, court advocacy and counseling, and provide information and referrals within the community as needed.
- Develop safety plans with incoming callers.

OTHER DUTIES AS ASSIGNED

- ✔ 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

- ✔ Bachelor's Degree in human services preferred; or Associate's Degree with comparable experience, or an equivalent combination of education and experience.
- ✔ One year of court or legal 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.

ADDITIONAL INFORMATION

- ✔ Department: Non-Residential Services (Court Advocacy Program)
- ✔ Location: Court
- ✔ Reports to: Manager of Court Services
- ✔ Hours/Status: 37.5 hours/Non-Exempt/ Monday-Friday 8:30am-5:00pm

APPLY ON INDEED

<https://www.indeed.com/cmp/Willow-Domestic-Violence-Center-1>

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.



OUR MISSION: To prevent domestic violence and champion survivor safety, justice, healing, and hope.

OUR VALUES: Inclusion, Respect, Integrity, Excellence, Collaboration
