

## Job Description

### MOBILE ADVOCATE

#### JOB SUMMARY

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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 intervention, advocacy and Case Management 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.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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- ✔ Meet clients off site in a safe agreed upon location to provide support and Case Management throughout the community.
- ✔ Provide support, crises 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 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.
- ✔ Responds to referrals from community partners for individuals needing DV services; including but not limited to the URM network, CPS, and RRH network.

#### 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

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- ✔ 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.

#### REQUIRED QUALIFICATIONS

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- ✔ 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 working with families in crisis.
  - ✔ 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 not in jeopardy of being revoked and in compliance with agency standards.
  - ✔ Access to a reliable vehicle.
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## ADDITIONAL INFORMATION

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- ✓ Department: Advocacy Services
- ✓ Location: Mobile
- ✓ Reports to: High Risk Team Coordinator
- ✓ Hours/Status: Full-time/Non-Exempt; Monday-Friday; 9:30am-5:30pm or 10am-6pm

## APPLY ON INDEED

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<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.