

Job Description

MOBILE ADVOCATE- LIVINGSTON COUNTY

JOB SUMMARY

The Mobile Advocate is a vital member of the Willow Domestic Violence Center team, providing trauma-informed advocacy, crisis intervention, and supportive services to individuals impacted by domestic violence. This role delivers client-centered case management, advocacy, and crisis support through a solution-focused, survivor-centered approach. The Mobile Advocate ensures clients receive timely, appropriate, and comprehensive assistance as they navigate and access supportive services.

The ideal candidate is skilled in building rapport, coordinating community resources, and supporting clients through complex and high-stress situations. Strong communication skills, experience in case management or related services, and a commitment to survivor-centered care are essential for success in this role.

ESSENTIAL DUTIES AND RESPONSIBILITIES

CLIENT SERVICES:

- ✔ Provide community-based, client-centered case management, advocacy, crisis intervention, safety planning, and domestic violence education in safe, agreed-upon off-site locations.
- ✔ Assess survivor needs, provide appropriate referrals, and facilitate connections to Willow residential and non-residential programs as well as external community resources.
- ✔ Facilitate intake and engagement processes for new community referrals to ensure timely access to services.
- ✔ Develop and maintain collaborative relationships with community partners to expand access to domestic violence services and supports.
- ✔ Coordinate and collaborate with internal Willow programs to ensure consistent service delivery and continuity of care.
- ✔ Respond to referrals from community partners, including but not limited to URM, Child Protective Services, and RRH networks, providing timely outreach and support.
- ✔ Maintain confidentiality and perform all job duties in an ethical, trauma-informed, and culturally competent manner.

DOCUMENTATION & REPORTING:

- ✔ Complete and maintain accurate, timely, and confidential client documentation in accordance with agency policy, licensing standards, funding requirements, and professional ethical guidelines.
- ✔ Prepare and submit timely Mobile Advocate 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.
- ✔ Submit all required documentation to funding agencies in accordance with established guidelines.
- ✔ Utilize agency software to complete timely and accurate documentation of all services provided to clients and their families.

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.
 - 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
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OTHER DUTIES AS ASSIGNED

- Participates in all agency meetings and debriefings.
- Participate and facilitate assigned Mobile Groups in collaboration with the Prevention Team.
- Serve as a representative of Willow by attending tabling and public speaking on issues of violence prevention.
- 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

- 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.

ADDITIONAL INFORMATION

- Department: Mobile (Non-Residential Services)
- Location: Livingston County with occasional travel to Rochester
- Reports to: High Risk Team Coordinator
- Hours/Status: Full-time/Non-Exempt

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.