

Job Description

DEAF IGNITE MOBILE ADVOCATE

JOB SUMMARY

The Deaf IGNITE Mobile Advocate is a vital member of the Deaf IGNITE Program at Willow Domestic Violence Center, providing trauma-informed crisis intervention, advocacy, and supportive counseling to survivors who identify as Deaf, DeafBlind, DeafDisabled, hard of hearing, late deafened, Children of Deaf Adults (CODAs), interpreters, and other members of the Deaf community impacted by domestic violence. Guided by Willow's values, the advocate delivers culturally responsive, survivor-centered services using a strengths-based, solution-focused approach to promote safety, healing, empowerment, and self-determination. The ideal candidate is compassionate, client-centered, and experienced in advocacy, case management, crisis intervention, counseling, community resources, and effective communication.

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 providing timely outreach and support.
- Maintain confidentiality and perform all job duties in an ethical, trauma-informed, and culturally competent manner.

COMMUNITY CONNECTION & EDUCATION:

- Support in the script-writing, filming, editing and/or implement captioning educational videos and program announcements in ASL as needed.
- Raise awareness on the Deaf IGNITE program and Willow services.
- Serve as a representative of Deaf IGNITE by attending meetings, tabling and public speaking.

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 Deaf IGNITE 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.
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HOTLINE CROSS-COVERAGE:

- ✓ Respond to hotline calls/texts 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.

OTHER DUTIES AS ASSIGNED

- ✓ Participates in all agency meetings and debriefings
- ✓ Provide client transportation to and from appointments as needed.
- ✓ Attend and participate in pertinent agency and community meetings and training.
- ✓ Attend and participate in agency events, including but not limited to Walk with Willow
- ✓ Any other duties assigned by the Manager or Executive Team needed to help drive our vision, fulfill our mission, and abide by our organization values.

QUALIFICATIONS

- ✓ Bachelor's Degree in Social Work or related field is preferred with a minimum of one-year experience and successful experience working with families in crisis; or an equivalent combination of education and experience.
- ✓ Bilingual in ASL/English required.
- ✓ Immersed in Deaf culture.
- ✓ Excellent communication and computer skills (Microsoft Office suite).
- ✓ 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 have a reliable vehicle.

ADDITIONAL INFORMATION

- ✓ Department: Deaf IGNITE Program
- ✓ Location: Skyview
- ✓ Reports to: High Risk Team Coordinator
- ✓ Hours/Status: Full-time/Non-Exempt/ 37.5 hours/week
- ✓ Payrate: \$22.00-\$23.00/hour

Must be able to work evenings and weekends when necessary.

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.