



Job Description

Position Title: Victim Advocate II

Salary Range: Depending on experience

Status: Full-time

Reports to: Executive Directors

Position Summary

The Victim Advocate has overall responsibility in providing in-person advocacy and follow-up services for their assigned clients. This includes providing crisis intervention and resource/referral services in-person and via phone/email to individuals seeking shelter, legal assistance, counseling, or other various support related to victims of violence. The Victim Advocate must establish and maintain relationships with complementary organizations in order to build relations in the community and expedite better results for victims of violence. Advocates are bound and held to the highest level of confidentiality and must maintain other established policies and requirements.

Duties and Responsibilities

- Provide comprehensive and quality advocacy on behalf of victims of violence within various systems to include social service, housing, finance, legal, health care, and education.
- Provide crisis intervention and referral services to domestic victims of violence in-person, on the phone and via e-mail.
- Organize and prioritize daily services and responsibilities to ensure that clients' needs are met.
- Ensure that all families and individuals have a safety plan and a full family assessment in accordance with SAVV guidelines.
- Ensure professional relationships with clients to create an atmosphere of empathy, safety, and support.
- Work to eliminate barriers to service, particularly for survivors from historically oppressed communities. Document work efforts in order to develop more effective ways to reach and serve minority/underserved populations who are at risk for family violence.
- Foster and maintain positive relationships with community members, business partners and other service providers such as Child Welfare Services, law enforcement and other community organizations.
- Educate community members, professionals, and other organizations about victims of violence and SAVV services.

- Actively participate in monthly multidisciplinary team meetings and collaborative meetings as scheduled and assigned by the Deputy/Executive Director.
- Maintain a working knowledge of Northern California victims of violence providers/services. Update and maintain SAVV's resource and referral guide.
- Ensure that client files, records and paperwork are accurate, complete, and up to date.
- Ensure that all clients have their confidentiality protected and consents signed when coordinating services for families with other entities.
- Update client case notes, service logs, and client database in a timely and accurate manner.
- Additional duties may be assigned; working without direct supervision is required.

Required Skills

- Knowledge of and sensitivity to victims of violence issues.
- Sensitive to monolingual Spanish-speaking clients and other non-English speaking clients.
- Demonstrates the ability to work with culturally and economically diverse populations.
- Possess excellent communication skills and the ability to exhibit warmth and empathy.
- Able to manage conflict resolution.

Qualifications

- Fluent in both English and Spanish preferred.
- High school diploma or equivalency is required, college degree or relative coursework desirable.
- BA in social science and experience in non-profit work preferred, relevant work experience in lieu of education accepted.
- 2-3 years' work experience in social services environment and demonstrated experience handling crisis situations desirable.
- 2-3 years' experience working with at-risk communities and/or domestic violence related issues desirable.
- Strong computer skills and experience with data management and record keeping.
- Possess a valid California driver's license, automobile, and current vehicle insurance, with clean driving record.
- CPR/first aid certification desirable, but not mandatory.
- Must have or be willing to obtain certification as a 40-hour trained California State Domestic Violence Counselor.
- Flexible to adjust the typical workweek, as nights and weekends are required. SAVV has a crisis hotline, which this position is required to pick up and respond to, contributing to the irregular schedule.

How to Apply

Interested applicants should send a resume and cover letter by March 31st to savv@savvcenter.org Please put "Victim Advocate" in the subject line of your message. Applications will be accepted on a rolling basis through March 31st, as the target start date for this position will be the second week of April 2022.

Solano Advocates for Victims of Violence (SAVV) Equal Employment Opportunity Employer www.savvcenter.org