

Position Title: Advocate
Reports to: Director of Counseling Services
Hours: 40 per week. Full-Time, Non-Exempt.
Location: San Luis Obispo County
Salary: \$17-\$19/hour + benefits
Apply By: Position is open until filled.

Please submit a resume and a cover letter electronically to HR@StandStrongNow.org. NOTE: Please put "Advocate" in the email subject line. No calls, please. Submissions will be reviewed on an ongoing basis until the position is filled. Visit www.StandStrongNow.org to learn more about us.

Purpose and Responsibilities

Under the supervision of the Director of Counseling Services, the Advocate is responsible for providing advocacy to clients. The Advocate is also responsible for coordinating advocacy efforts with outside partner agencies.

Job Duties include:

- Provide on-site immediate support, advocacy, and follow up for clients and families who come through Stand Strong.
- Be able to provide client transportation using personal automobile, when necessary.
- Facilitate referrals for services and assistance as needed.
- Collaborate with other agencies currently operating to research current trends in IPV support organizations and make recommendations for improvement of services.
- Educate community, staff on the importance of advocacy for IPV victims.
- Maintain case file documentation on all advocate activities.
- Document work for statistical data reports.
- Maintain updated work schedule on Google Calendar.
- Attend weekly supervisions, all-staff meetings and other meetings/trainings as necessary.
- Assist Counseling Department in providing and tracking client assistance.
- Track and replenish pantry items/supplies.
- Track and report on client surveys.
- Participate in weekly meetings in which specific cases and/or resource needs are discussed.
- Provide education to outside agencies on Stand Strong's programs and services as needed.
- Answer the crisis line during business hours.
- Bring in clients to the safe house or hotel as needed.
- Update the voicemail for back up and primary.
- Provide child care when needed.
- Assist in community relationship building.
- Attend collaborative meetings with other agencies offering services for a specific client, when appropriate.
- Act as a liaison and representative of the agency when attending community events, cultivating relationships that assist the agency in carrying out its mission.

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- Responsible for utilizing the Client Database to obtain needed client information
- Submit a monthly report to highlighting relevant job activities and accomplishments.
- Participate in trainings/conferences to ensure best practices and fulfill grant requirements.
- Participate in regular all-staff meetings and other Stand Strong meetings as requested by the Counseling Director, the Executive Director, and/or the Associate Director.
- Other duties as assigned by the Counseling Director, the Executive Director, and/or the Associate Director.

Key Characteristics:

- Highly detail-oriented.
- Utmost respect for and accordance with confidentiality.
- Compassionate, empathetic, non-judgmental.
- Excellent oral and written communication skills.
- Able to work independently.
- Ability to handle sensitive issues with discretion and confidentiality.
- Experience with Microsoft Office Suite (Word, Excel, PowerPoint, etc.)
- Ability to learn new technologies and software.
- Works closely, cooperatively, and collaboratively with others.
- Strong work ethic and commitment to the organization's mission and vision.
- High level of initiative and reliability.
- Enjoys problem-solving and is willing to find creative solutions.

Qualifications

- Fluency in English is required; additional fluency in Spanish preferred.
- Bachelor's Degree in Psychology, Sociology, Social Work or any other humanities field is preferred but not required.
- A minimum of two years of experience providing direct services and/or advocacy to victims of IPV, victims of sexual assault, people who are economically disadvantaged or physically/mentally disabled, substance abuse/dual diagnosed individuals, the elderly, at-risk youth, or other vulnerable populations is preferred.
- Ability to work with clients of all ages and backgrounds who have experienced trauma.
- Demonstrate cultural competency and awareness in dealing with diverse populations.
- Proficiency with Microsoft Office or similar computer skills.

Requirements

- Current California Driver's License, clean driving record, and vehicle insurance.
- CPR certified at time of employment or become CPR certified if hired.
- Must satisfactorily pass a background check (paid for by employer).

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- Completion of California's 40-hour DV training program is required prior to working with clients.

Please Note

Stand Strong is an equal opportunity employer (EOE). This job description is designed to cover the basic requirements of the position, can be revised at any time, and does not change the "at will" status of employment at Stand Strong.

Some amount of stooping, kneeling, bending, lifting, walking, carrying and other movements may be required. The position will require extended periods of time sitting and working on a computer keyboard that will involve extensive wrist and hand movement. The employee will be required to perform these movements without risk of injury to themselves or others, or to demonstrate how they can perform the essential functions listed above.

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