



Job Description

Job Title

Family Advocate Relief Staff - Flexible Schedule

Reports To

Senior
Advocate

Supervised By

Senior Advocate

Position Description

- o Family Advocates assist survivors of domestic violence and their children to develop, pursue and achieve their goals to live free of violence while promoting Casa de Esperanza's mission.
- o Primarily working 8-24 hours a week during overnights, weekends, and holidays. Eligible for holiday pay.
- o Must commit to be scheduled a minimum of 16 hours (2 shifts) per month.

Job Functions

Safety, Support & Response (80%)

- o Provide supportive listening to Refugio residents and crisis callers. Assist survivors to identify goals and methods to achieve them.
- o Assist survivors and crisis callers to develop and reinforce safety plans.
- o Answer crisis and business calls on the 24-hour bilingual crisis line. Provide supportive listening and resource information. Assist survivors in deciding upon a course of action. Arrange for safe shelter and transportation, as needed.
- o Provide information about and help survivors access relevant resources such as orders for protection, public benefits, medical care, housing assistance, legal protections, etc.
- o Establish and support a sense of hospitality and respect throughout the Refugio. Constructively help residents resolve conflicts when necessary.
- o Interact individually with residents regularly and contribute to organizing activities for residents.

Administrative & Intervention (20%)

- o Provide clear and timely data entry and work documentation for reporting purposes.
- o Establish and support an environment of cleanliness and accountability in the Refugio.
- o Intervene on behalf of survivors/families in crisis situations with police, medical professionals, employers, creditors, social service caseworkers, attorneys, etc. when necessary.
- o Clean and prepare Refugio bedrooms for new residents.
- o Participate in in-service and other job-related training.

Expectations of Candidate

Skills and Abilities

- o Demonstrates success in implementing tasks with compassion, patience, resourcefulness, self-awareness, reliability, and from a strengths-based perspective with limited supervision.
- o Strong written, verbal and interpersonal skills in Spanish and English required.
- o Knowledge of the Latina community. Bi-cultural experience preferred.
- o Ability to manage and prioritize multiple phone calls and in-person requests at one time.
- o Ability to listen and resolve conflicts effectively.
- o Ability to manage multiple priorities to ensure deadlines are met.
- o Knowledge of and ability to use computers/technical resources to effectively accomplish work.
- o Flexibility with work schedule and other jobs/academics/responsibilities.
- o Reliable transportation to and from Refugio (confidential location).

Teamwork Environment

- o Contribute to an effective work team and smooth functioning of the Refugio. Participate in ensuring team focus on the agency mission and forwarding the agency strategy of influencing change in the domestic violence field.
- o Promote cooperative efforts in effective communication, meeting challenges and decision-making.
- o Assist coworkers in remaining outcomes- and mission-focused.
- o Contribute to sustaining a positive work environment that embodies Latino cultural strengths, interdependence and communalism.

Working Conditions

Casa de Esperanza strives for a fully inclusive work environment and does not discriminate on the basis of race, creed, color, sex, national origin, ancestry, religion, age, disability, sexual orientation, or marital status.

The above statements are not intended to encompass all functions and qualifications of this position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

To apply:

Send your cover letter and resume to Carol at czapfel@casadeesperanza.org.