



Title: Support Advocate

Job Summary: The primary role of the Support Advocate is to provide support, advocacy, safety planning, counseling, and educational services to children and adults who come to The Center for non-shelter and/or shelter services through domestic violence, sexual assault and resource programs. This position is to be carried out while empowering victims with respect to their safety and their right to self-determination.

Direct services to sheltered adult and child victims:

- Provide client intake and advocacy;
- Provide hotline coverage during shift;
- Provide culturally informed, trauma-responsive crisis intervention and nonjudgmental, supportive hotline counseling, assessments, shelter screenings, and intake interviews for hotline callers and clients within the residential program;
- Proactively provide comprehensive services to clients, including, but not limited to: individual and/or group supportive counseling;
 - Advocacy and accompaniment, including assistance in preparing court documents, accessing support and services through other agencies, and transportation;
 - Safety planning and risk assessment;
 - Follow-up contact, as safe and appropriate, and outreach; and- Information and referrals to outside agencies and providers (ie: legal, housing, transportation, and economic options);
 - Assist clients in exploring options regarding the legal system, housing, and economic/financial options;
- Advocate with outside systems regarding clients' needs;
- Provide individual domestic and sexual violence counseling and advocacy;
- Assist clients in developing safety plans which address clients' particular situations, including safety planning for leaving, for staying and for long-term planning; assist parents in developing safety plans which include their children;
- Provide clients with information and referrals to resources outside the program;
- Provide emergency shelter when appropriate;
- Conduct risk assessments and needs assessments;
- Provide transportation to meet emergency needs and all case management goals;
- Provide clients with information, education and referrals;
- Maintain a safe and cohesive environment for the well-being of families in residence by actively engaging in basic housekeeping and maintenance, organization of donations, and other assigned tasks;
- Complete safety checks of the shelter residence, as scheduled;
- Ensure ongoing compliance with State and other regulations in regards to the condition of the residence and services provided;
- Application assistance, support and advocacy for OVS victim compensation program, OVS SAVIN, Safe at Home, and Witness Protection;
- Complete residential facility tasks which include: preparing bedrooms upon residents' departure for new arrivals; provide residents with supplies as needed; perform perimeter checks ensuring all outside doors are locked when coming on and going off shift; accompanying a resident to other social service agencies; transportation for planned activities, court, or looking for apartments;
- Follow established policies and protocols for Patricia House and The Center's main office;
- Other services and duties as deemed necessary.

Administration:

- Maintain client files and make sure statistical information on services is complete;
- Attend meetings and trainings as necessary;
- Maintain complete monthly and quarterly reports according to CCADV and The Alliance contracts;
- Comply with other responsibilities as required under the CCADV and Alliance Sub-Contracts;
- Maintain in compliance with Connecticut statutes: C.G.S.52-146 including but not limited to: Privilege: C.G.S. 52-146K; Confidential Communication: C.G.S. 52-146(B) & C.G.S.52-146(F), C.G.S.52-146k(e); and Confidential Record Keeping: C.G.S.52-146 (i);
- Work collaboratively with member programs, and builds strong, positive relationships;
- Build effective, cooperative, positive relationships with co-workers;
- Take initiative and/or independent action to ensure work responsibilities are carried out completely;
- Participate in Center staff meetings, trainings, events, and programs;
- Perform all job responsibilities in accordance with CCADV/Alliance standards and Center policies;
- Monitor and documents resident's compliance with program rules and guidelines, including room cleanliness, daily sign-in and adherence to program processes and procedures;
- Ensure the safety and security of the residents at the Safe House locations;
- Participate in weekly case conferences, staff meetings, and coordinates safe house activities;
- Complete and maintains documentation according to federal and state guidelines;
- Travel as required.

Qualifications:

- Minimum Associates degree with concentration in Counseling, Social Work, Mental Health, or Human Services, and/or minimum two years applicable experience;
- Certification as a sexual assault and domestic violence crisis counselor per CGS 52-146k, prior to providing direct services to clients; maintain certification (Center will train and certify upon hire);
- Must be able to lift 25lbs;
- Comprehensive working knowledge of the dynamics of domestic violence and sexual assault; Safety Planning/Client Defined Advocacy as it relates to domestic violence and sexual assault victims, the development of a plan for their safety and the preservation of their right to self-determination;
- Knowledge of community resources;
- Effective oral and written communication skills; basic computer skills;
- Ability to maintain service records, complete accurate statistical and narrative reports and submit them in a timely manner in accordance with CCADV and The Alliance Program Standards;
- Ability to develop, train and work with volunteers and interns;
- Ability to work as an individual as well as a team member;
- Strong organizational and interpersonal skills;
- Ability to be flexible and juggle multiple demands;
- Valid driver's license, reliable transportation and working cell phone required.

Supervision: The Shelter Manager will provide supervision to the Support Advocates. The Shelter Manager will oversee the work of the Support Advocate; sign program reports; conduct verbal and written evaluations as needed and on an annual basis. Additional assistance will be provided at regular meetings facilitated by The Center, CCADV, The Alliance, and through training programs and materials.

Accountability: Shelter Manager

Hours of work: 24 hours per week, Saturday & Sunday, 12:00 p.m./noon – 12:00 a.m./midnight

Classification: Part-Time, Non-Exempt

Support Advocates

August 2022