

# **ADAMS WELLS CRISIS CENTER, INC.**

## **Job Description for Victims Advocate**

**Purpose:** To provide direct services to the residential and outreach client including crisis intervention, emotional support, information and referrals, assistance with goal setting, and any issues related to special needs or concerns of the client.

**Education:** Minimum of high school diploma, A.S. in Human Services or social work preferred.

**Relevant Experience:** The candidate should have experience in a Human Services or Social Work setting, must have the ability to interact and feel comfortable with individuals from all socioeconomic and multicultural backgrounds, must be able to demonstrate good listening and organizational skills and possess effective oral and written communication skills.

**Work Environment/Physical and Mental Demands:** Ability to effectively work in a high stress environment and the ability to effectively manage stress. Other mental demands include reasoning abilities, critical thinking, and reacting calmly and efficiently in emergency situations. (Although all possible steps towards safety are taken, there is always risk of abuser contact.) Ability to lift and carry objects up to (40) pounds. Must be able to operate an automobile, computer, copier, shredder, telephone, fax and cell phone. All AWCC employees must complete training in First Aid, CPR, and Universal precautions.

**Immediate Supervisor-** Shelter Manager

### **Duties and Responsibilities:**

- Uphold and promote the AWCC Mission, Philosophy, Policies and Procedures, and program objectives.
- Coordinate the processing of resident files including contracts and associated paperwork.
- Provide intra-shelter communication.
- Keep ongoing daily case notes on children and adults.
- Coordinate the assigning of chores to the residents and make sure they are completed.
- Provide clients with access to supply closet and other rooms when needed.
- Complete domestic violence training, CPR training, universal precautions training.
- Write warnings for resident contract violations and child abuse and neglect reports.
- Keep center transceiver accessible at all times. Be prepared to respond to security alert when necessary.
- Perform hourly safety checks.
- Be available to open/close doors for clients coming and going.
- Provide clients with bedding and other supplies.
- Be flexible in work hours when necessary and find replacement if unable to work.
- Assure that client needs are met. i.e. be a good listener, provide affirmation and encouragement.
- Arrange transportation when necessary.

- Be available to clients during scheduled work hours.
- Keep ongoing daily statistics.
- Update and distribute client forms.
- Attend ongoing education and training related to the social service and domestic violence.
- Perform other duties as assigned by the Executive Director, Associate Director or Shelter Manager.

**Knowledge, Skills, and Abilities:**

- Strong organizational skills.
- Ability to analyze situations and conditions and to exercise independent and decisive judgment.
- Complete tasks with minimum supervision.
- Communicate logically and effectively in oral and written communication.
- Ability to be flexible.
- Ability to pay consistent attention to detail.
- Ability to complete paperwork efficiently and accurately.
- Ability to maintain confidentiality.
- Ability to recognize when outside help/assistance is needed.
- Ability to be self-directed and self-motivated.
- Have a knowledge of the legal aspects pertaining to no contact orders and assist clients in completing those forms

**I have received adequate training and will be able to competently perform the variety of tasks this job requires.**

**STAFF SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

**EXECUTIVE DIRECTOR** \_\_\_\_\_ **DATE** \_\_\_\_\_

**Revised March 21, 2018**