THE CENTER FOR FAMILY JUSTICE, INC.

753 Fairfield Avenue Bridgeport, CT 06604

JOB DESCRIPTION

Title:	**Safe House/Hotline Advocate**
Date:	2/2014
Reports to:	Safe Home Manager
Status:	Non-Exempt

Summary

Provides client-centered, quality advocacy and crisis intervention services to women and children in The Center's domestic violence safe house. Provides intake, crisis intervention services, safety planning, advocacy and referrals to primary and secondary victims of domestic violence and sexual assault who call the domestic violence and sexual assault crisis hotlines.

General Responsibilities

Safe House and Hotline Responsibilities

- Works with staff to determine client admissibility into the safe house based on client need, agency policies and protocols and CCADV standards.
- Provides client intake, safe house orientation, counseling, advocacy and crisis intervention.
- Develops client's plans for safe house residents to ensure appropriate and timely referrals are made in the community.
- Facilitates a smooth transition into and out of shelter life, including the logging of client concerns.
- Provides written and verbal reports of activities to the supervisor and other staff members as appropriate.
- Enters case notes, relevant documentation and service codes into the client databases in a timely manner (within 24 hours when possible).
- Provides transportation for safe house residents and hotline clients when needed.
- Ensures a safe, clean and supportive environment for the women and children in the safe house.
- May coordinate in-kind donations for the safe house (e.g., clothing, food, etc.).
- Responds to the domestic violence and sexual assault crisis hotline calls. Provides crisis intervention, safety planning, counseling and information and referral to clients.
- Completes intake documentation for domestic violence and sexual assault victims who call the emergency hotlines.
- Screens clients requesting shelter for appropriateness. If client is appropriate for shelter the advocate arranges for transportation and shelter intake. If space is unavailable at the Center, the advocate coordinates the intake into another domestic violence shelter program.
- Provides operational support to the safe house staff as needed.

Agency

- Attends required internal and external meetings and training sessions.
- May participate in rotating coverage of 24 hour, seven days/week hotline coverage according to current protocols, including supporting and advocating for victims at the hospital and police department, providing intake into safe house and providing transportation to victims as necessary.
- Special projects as assigned.

Qualifications

Required

- Bachelor's degree in social service field with experience in domestic violence and/or sexual assault.
- Strong commitment to the Center's mission.
- Ability to work with diverse populations.
- Satisfactory completion of the Center's certification training.
- Excellent verbal and written communication skills required.
- Must have good organizational skills.
- Daily access to a car with a valid CT driver's license.
- Flexibility with scheduling- available to cover other shifts when necessary.
- **Some holiday work required.**

Preferred

- Computer literacy, including data entry experience, utilization of software packages, Microsoft word and internet/e-mail.
- Experience with database management systems such as FoxPro.

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to the classification. They reflect the essential elements and general responsibilities of the position, but are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The performance of all essential functions listed is subject to reasonable accommodation in accordance with the Americans with Disabilities Act.