



# The Center for Family Justice

753 Fairfield Avenue  
Bridgeport, CT 06604  
(203) 334-6154  
www.centerforfamilyjustice.org

## Job Description

### **Title: Crisis & Housing Advocate**

Date: March 2023

Reports to: Program Manager of Crisis & Housing Services

Status: Full-time, Non-Exempt, 10am-6pm shift

### **Summary**

Provides client-centered, trauma informed services that include advocacy, crisis intervention, safety planning, and referrals to primary and secondary victims of domestic and sexual violence who call our crisis hotlines as well as residents of The Center's domestic violence safe house and transitional house. Provides supportive services to residents living in The Center's transitional housing program to create and maintain independent living through direct service, education, and community collaboration.

### **General Responsibilities**

#### **Crisis & Housing Responsibilities**

- Responds to domestic violence crisis hotline calls. Provides crisis intervention, safety planning, counseling and information and referral to clients.
- Responds to the Lethality Assessment hotline and provides immediate services to high-danger police calls. Follows up with clients after the initial hotline call.
- Completes intake documentation for victims of domestic and sexual violence 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.
- 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, case management, and crisis intervention.
- Develops transitional service plans for safe house residents to ensure appropriate and timely referrals are made in the community.
- Ensures a safe, clean, and supportive environment for the residents in the safe house and transitional house.
- Facilitates a smooth transition into and out of shelter life, including the logging of client concerns.
- Enhance and establish community partnerships related to housing, employment, childcare, and other social service networks needed to attain self-sufficiency.
- Provides transportation for safe house and hotline clients when needed.
- 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 operational support to the safe house staff as needed.

### **Agency**

- Attends required internal and external meetings and training sessions.
- 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 work and/or human service field with experience working victims of domestic and/or sexual violence or similar population.
- Understanding of trauma informed services and practices.
- Experience working with community partners.
- Ability to work with diverse populations and communities.
- Excellent verbal and written communication skills required.
- Must have strong organizational skills, the capacity to multi-task, as well as work well both independently and in a team environment.
- Strong commitment to The Center's mission.
- Satisfactory completion of The Center's certification training.
- Some holiday work required.
- Daily access to a car with a valid CT driver's license.
- Flexibility with scheduling- available to cover other shifts when necessary.
- Physical ability to safely fulfill routine housekeeping tasks, carrying and lifting a minimum of 30 lbs and stair climbing.

#### **Preferred**

- Familiarity with the basic aspects of any of the following: public/supportive/transitional housing, trauma, employment, at-risk populations, and systems of care.
- Computer literacy including: data entry, utilization of software packages, Microsoft Office, internet/e-mail as well as experience with database management systems.

**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.