

Job Description

Position Title: Safe Connect Advocacy Coordinator
Reports To: Safe Connect Program Manager
Status: Full-Time, Non-exempt
Shift: Due to Safe Connect's 24/7, 365 days per year operation, this position requires flexibility to work a combination of 1st, 2nd and 3rd shifts including weekends and specified holidays.

SUMMARY

The Advocacy Coordinator for Safe Connect's statewide services will provide crisis intervention, information, referral, and follow up to survivors of domestic violence at their initial point of contact via telephone, text messaging, email or video relay. This position necessitates a commitment to actively working in partnership with victims of domestic violence to develop plans to increase their safety and preserve their right to autonomy (i.e. safety planning and survivor-defined advocacy).

SPECIFIC RESPONSIBILITIES

The following descriptions include essential functions of the job and does not imply that these are the only duties to be performed. Employees will be required to follow other job-related duties as deemed necessary and requested by their supervisor or management.

Caller Contact

- Triage caller contact for service needs, assessing for immediate danger & risk of lethality
- Emotionally support callers, validating their experiences & self-defined priorities
- Develop safety plans for each individual or family's unique situation, including plans that address risks generated by the person using violence along with other life circumstances such as substance use, mental health, access to basic needs, immigration status, etc.
- Offer and complete a warm referral to one of Connecticut's 18 Domestic Violence member organizations for ongoing support such as: emergency shelter, group & individual counseling, children's services, civil and criminal court advocacy, etc.
- Deliver information and referrals to community resources outside of the domestic violence network
- Provide advocacy within, and outside of, the domestic violence network regarding clients' needs
- Offer Victim Compensation information and assistance in filling out application forms
- Provide technical assistance and survivor support to member organization staff through regularly scheduled remote conference calls and in-person site visits throughout the state
- Practice superior customer service with each person who reaches out—listening for the person's priorities, connecting, and offering relevant options and strategies

Administrative Service

While not responding to hotline calls or messages, the Advocacy Coordinator will demonstrate initiative in making efficient use of time through activities such as:

- Ongoing client advocacy (i.e. completion of follow-ups and referrals to ensure smooth transfer of services).
- Program advancement to include building upon existing hotline resources and information, outreach activities, contribution to other CCADV project areas and the development of new initiatives.
- Quality Assurance to include the review of case notes & hotline data and the identification of areas for improvement both personally and programmatically.

Commitment to Learning

The Advocacy Coordinator will possess an open and positive attitude towards ongoing learning and community building, to include active engagement in the process of providing and receiving feedback. Additionally, this will necessitate some of the following duties to promote skill development:

- Research and review materials related to assigned project areas/areas of expertise including some of the following areas: housing, substance use disorder, immigration, behavioral health, medical advocacy, legal advocacy, government benefits, underserved/underrepresented communities, education & job training, etc.
- Participate in peer-to-peer learning activities, with the flexibility to attend professional development opportunities outside of regularly scheduled shift hours
- Assist in the development and administration of CCADV trainings on topics including, but not limited to, crisis intervention, safety planning, counseling skills

KNOWLEDGE & SKILLS

The Safe Connect Advocacy Coordinator possesses, at minimum, a bachelor's degree in a related field— although a combination of appropriate higher educational training and work or intern/volunteer experience may be considered (i.e. two years of work experience is equal to one year of college education). The Coordinator must have extensive knowledge of the dynamics of domestic violence and its effects on adult and child victims with a demonstrated history of successful advocacy on behalf of survivors of domestic violence or other vulnerable communities, being preferred. The ability to work with staff and survivors of diverse backgrounds, values and life experiences is required. Due to the high level of empathy and sensitivity vital to address all incoming calls & messages, the candidate will possess advanced interpersonal skills that allow for working independently and as a team member. We also ask the following of the candidate:

- Verbal and written fluency in English and Spanish. Bilingual individuals of other growing, culturally specific communities within Connecticut are encouraged to apply.
- A comprehensive understanding of the services and programs of the Connecticut domestic violence providers, as well as community resources
- Ability to maintain service records and complete accurate and timely statistical and narrative reports
- Successful completion and maintenance of domestic violence counselor certification, per CGS 52-146k
- High degree of comfort operating computer-based technology and various information databases

CCADV is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

For additional information & questions, or to submit cover letter & resume, contact CCADV at: employment@ctcadv.org or 860-282-7899