



Job Title: Bilingual Client Advocate

Location: Dallas, Texas

Hours: Full-Time

The Client Advocate will provide comprehensive advocacy by performing case management duties to assist South Asian survivors of domestic violence to reclaim their safety and independence. Specifically, they will provide support, referrals, information, and individualized service planning to safeguard the lives of individuals who have experienced trauma and abuse.

Qualifications/Requirements:

- Must have a Bachelor's or Master's degree in social work, psychology, and/or other related fields
- Experience working with victims of domestic and family violence preferred
- Bilingual in English and a South Asian language (i.e., Hindi, Gujarati, Tamil, Urdu, etc.) or have familiarity with the South Asian culture
- Creative and resourceful in finding community referrals
- Detailed oriented with experience in data collection, documentation, and meeting deadlines
- Relevant work/volunteer experience in case management required
- Excellent communication skills, providing compassionate and timely follow up
- Proficiency in computer applications and utilization of online resources to meet client and organizational needs
- Well-organized, self-motivated, and flexible to meet client needs
- Ability to work flexible hours including occasional evenings

Responsibilities:

- Case Management & Advocacy
 - Manage and answer helpline phone calls and messages during office hours, assess needs for appropriate intervention and referrals, and schedule for enrollment intake
 - Make Child Protective Services (CPS) reports via phone or online when appropriate
 - Complete enrollment intakes and individual services plans; update individual services plan every three months
 - Conduct consultations and check-ins with clients to ensure their case management needs are being met
 - Provide psychoeducation to clients regarding domestic/family violence, abuse, and safety planning
 - Research resources and referrals sources for clients

- Liaison between client and external services; Assist clients when they are being referred to community resources and referrals
- Interpretation assistance and court accompaniment
- Provide legal and criminal justice advocacy. Examples include court testimony, filing applications and affidavits for legal purposes, assisting in protective orders, law enforcement accompaniment.
- Build and maintain rapport with external agencies such as government assistance programs, legal assistance programs, housing programs, job assistance programs, etc.
- Plan, organize and facilitate workforce development and financial literacy workshops
- Complete and maintain case notes on Salesforce
- Manage and maintain financial assistance documentation and excel file
- Education & Outreach
 - Conduct outreach and education in the South Asian community and mainstream agencies/organizations through participation in community events and distribution of educational materials
 - Attend and participate in county council meetings
 - Proactively develop and maintain relationships with community partners, external agencies/organizations, attorneys, etc.
 - Assist with cultural competency and sensitivity presentations
 - Participate in organizational events and meetings; represent CHETNA at various forums, meetings, training, and community events as required; assist with fundraising events
- Administrative Responsibilities
 - Assist in administrative duties such as filing and record-keeping
 - Maintain and keep program statistics up to date
 - Assist in keeping the office environment clean and organized
 - Perform additional duties as required

Additional Skills:

This position requires advocates to use a trauma-informed approach to domestic violence advocacy. Using a trauma-informed approach means that we assist survivors in strengthening their own psychological capacities to deal with the multiple complex issues that they face in accessing safety, recovering from the traumatic effects of domestic violence and other lifetime abuse, and rebuilding their lives. This approach requires creating and maintaining an environment that is inclusive, welcoming, destigmatizing, and non-retraumatizing.

Salary:

- Negotiable; Commensurate with qualifications and experience; Full-Time

To apply:

- Job description and application for employment can be found on our website www.chetna-dfw.org under job opportunities – Resume can be attached to the application and/or emailed to chetna@chetna-dfw.org
- Letters of recommendation will be required upon request