

WOMANHAVEN A CENTER FOR FAMILY SOLUTIONS

Direct Service Advocate

POSITION DESCRIPTION

As a Direct Service Advocate, you would provide direct service advocacy, safety planning, emotional support, psychoeducation, case management, and information & referrals to clients of the WomanHaven Emergency Shelter, 24-Hour Hotline, and Text/Chat. You will have the ability to effectively work with adults and children who have experienced trauma, handle crises, manage multiple client cases and needs, and be a resourceful problem solver with strong attention to client safety, confidentiality, and wellbeing.

Due to the sensitive nature of our work, it is important that you understand abusive family dynamics, including intimate partner violence (IPV), cycle of abuse, power and control dynamics, and child abuse and neglect. The successful candidate is sensitive to trauma and cultural diversity issues and is passionate about serving those experiencing IPV. This role will be based out of the WH office.

WH is a comprehensive domestic violence program serving over 3000 adult and child survivors of domestic violence annually & facilitating intervention groups to over 150 men and women who batter. All staff learn about and support the organization's mission, guiding principles, and values, as well as the tenets of WomanHaven (WH), and are sensitive to cultural and workplace harmony and infusing principles of Sanctuary (a model for providing trauma-informed care) into their daily interactions with clients and co-workers.

This role provides you with the opportunity to showcase your active listening, communication, and crisis management skills, and the ability to contribute to the organization's mission in a variety of ways. If you are comfortable building rapport, thinking outside the box, and working with a team to meet ever-changing needs, we are eager to hear from you. WH will offer you an environment that provides endless opportunities to advance your knowledge and skills.

ACTIVITIES

- Maintain building security and assure confidentiality of clients, residents, and location at all times
- Conduct intake interviews with residents to identify individual needs
- Provide individual advocacy and case management for residents related to ongoing safety planning, goal planning, housing support and advocacy, and more
- Work regularly with residents on meeting basic daily needs
- Facilitate weekly educational groups for children
- Provide childcare, counseling, and social recreation activities for children when parent is receiving services at WH
- Collaborate and network with a broad base of stakeholders, including local schools, community-based organizations, child welfare agencies, and physical or mental health providers to ensure appropriate services for children and families
- Prevent and manage crises through rapport building, active listening, mediation, and problem solving
- Provide crisis counseling, safety planning, and information and referrals to Hotline callers and

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users of Text/Chat

- Assist with training of new staff, volunteers, and interns
- This position requires being available 38 hours per week; specific schedules depend on current openings
- Availability to do shift work and work on weekends and be on call
- Perform other duties as assigned

QUALIFICATIONS

- An associate degree in Early Child Development Education or bachelor's degree in Early Child Development Education degree or equivalent degree.
- Two-year related experience.
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamic, cultural diversity issues and child abuse and neglect.
- Ability to establish healthy boundaries, trust, respect and rapport with adults and children.
- Ability to understand confidentiality and safety procedures.
- Adept in utilizing general technology including but not limited to Microsoft Office Suite, Windows, Outlook, and online software platforms.
- Must be able to obtain background and drug test clearance.
- Must possess a valid California driver's license/minimum vehicle insurance required by law and maintained throughout the duration of employment. Please note: Upon job offering a current California driver's license and a driving record acceptable to the Agency's insurance carrier is required.

PHYSICAL REQUIREMENTS

- Bend, stoop, and climb to reach supplies and files, to speak, hear and see for phone and office machines.
- Lift up to 25 pounds. Ability to organize and prioritize work to meet deadlines; good cognitive ability required.

OUR MISSION

WomanHaven a Center for Family Solutions is a culturally and linguistically competent multi-service nonprofit organization dedicated to providing services to those affected by domestic violence, elder abuse, economic deprivation, and homelessness regardless of gender identity or sexual orientation. Our emphasis is on client-centered, trauma informed care. We work with diverse partners to promote individual, family and community transformation in Imperial County.

WH is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status or any other protected characteristic.

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