

**Job Description:**

Bilingual Mobile Staff Advocate

**Supervised by**

Housing First Coordinator

**General Position Information**

40 hours a week

$16.00 - $17.50 an hour DOE

Non-exempt

Eligible for benefits package which includes dental, vision, medical, life, and alternative healthcare insurance. Ability to enroll in retirement fund.

**To apply** please send a cover letter, resume and three professional references to Lynn Boulè at lboule@wafwc.org

**Summary of primary job functions**

The Bilingual Mobile Staff Advocate position is part of the Advocacy & Prevention Department which includes the Services for Children & Youth and Services for Survivors of Domestic Violence programs. Under the supervision of the Coordinator of the Housing First Program and Director of Advocacy and Prevention, the Bilingual Mobile Advocate aids in the implementation of Domestic Violence Services programming including but not limited to: 24-hour hotline, individual peer counseling, support groups, legal advocacy, court accompaniment, emergency interim hoteling & transportation, community education, workshops and housing advocacy.

**Duties and responsibilities**

* To provide crisis intervention and advocacy to survivors of domestic violence, and their children through, the implementation of the CalOES Housing First Grant components.
* To implement and fulfill appropriate requirements of all funding sources.
* To improve the economic, physical, and emotional well-being of women, children and families in Santa Cruz County utilizing a strength-based approach of education, skill building, and support.
* To increase awareness and education about domestic violence and supporting survivors of domestic violence within Santa Cruz County thereby improving our community response to family violence.
* Provide mobile direct services and advocacy to survivors of domestic violence.
* Assist with program accountability, data collection and evaluation.
* Support domestic violence services program development and growth.
* Develop and maintain relationships with community partners.
* Special projects and other duties as assigned.

**Specialized responsibilities: Bilingual Mobile Advocacy**

* Screening survivors to identify housing and other support services needs.
* Maintain extensive knowledge of community resources.
* Assist Coordinator with Community Education based on department standards.
* Supervise volunteers, including facilitating regular check in meetings with volunteers.
* Act as liaison between schools, child care centers, landlords, property managers and other social service agencies and your participants.
* Provide mobile support services, meeting participants where it is most convenient and safe.
* Maintain confidentiality and safety while providing mobile advocacy including but not limited to, transportation of participant files and online safety of participant information.

**Job Specific Knowledge, Skill & Abilities**

* Bilingual Spanish/English required
* Certified Advocate for Survivors of Domestic Violence (40 hour training completed)
* 2 years’ experience working with survivors of domestic violence and previous experience collaborating with community partners
* Current California Driver’s License and be comfortable with driving agency vehicles regularly as well as providing transportation for participants. Proof of insurance is required upon hire and throughout employment.
* Must be available flexible hours, weekends and evening shifts possible
* Available to cover hotline shifts and/or back up hotline coverage
* Ability to translate program and agency materials into Spanish
* Skilled in public speaking and/or presenting
* Effectively utilize a strength-based, trauma informed approach to provide crisis intervention support, peer counseling, information, and referrals to promote the physical, emotional, and behavioral safety of participants to address both their immediate and on-going needs and goals
* Capacities to assess, prioritize, and manage multiple tasks simultaneously in a fast paced and ever changing environment with minimal supervision
* Ability to efficiently evaluate and problem solve complex issues
* A strong commitment to working with participants with multiple co-factors including: domestic violence, substance abuse, poverty, social oppression, homelessness, and additional factors such as the internalized effects of racism, sexism, homophobia and other marginalizing issues
* Knowledge of issues facing multicultural and multilingual communities
* General knowledge about domestic violence and Santa Cruz County community resources
* Create and maintain participant files
* Ability to maintain a helpful, proactive, non-judgmental and friendly attitude that strengthens the participant/advocate relationship

**Agency Specific Knowledge, Skill & Abilities**

* Competent computer skills including basic Microsoft Office knowledge
* Apricot data base knowledge helpful but not required
* Commitment to attend staff and department meetings
* Ability to professionally represent the agency through appropriate demeanor and attire
* Capable of working collaboratively and independently
* Maintain a high level of self-awareness and healthy boundaries with participants
* Desire to self-reflect and evaluate personal beliefs, biases, values, attitudes and actions
* Maintain and practice a comprehensive self-care routine
* Maintain flexibility regarding job roles and duties
* Ability to apply the strength-based model to support volunteers and co-workers
* Ability to manage volunteers including creating a welcoming environment, setting clear expectations, having healthy boundaries and addressing performance issues
* Capacity to assess, prioritize and manage multiple tasks simultaneously in a fast paced and ever changing environment with minimal supervision
* Ability to efficiently evaluate and problem solve complex issues
* Fluent and articulate writing abilities
* Commitment to maintain a mutually respectful & supportive work environment that values and empowers team members to collectively accomplish program goals

LGBTQ encouraged to apply for positions at Walnut Avenue Family & Women's Center.

It is the policy of Walnut Avenue Family & Women’s Center to provide equal employment, volunteer opportunities and services to participants (EEO) to all persons regardless of ancestry, age, color, national origin, disability (physical and mental, includes HIV and AIDS), genetic information, race, religion (includes religious dress and grooming), gender, sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, gender, gender identity, gender expression, marital status, military or veteran, request for FMLA or any other characteristic protected by federal, state or local law.