**Position: Victim Advocate/Community Service Manager based at Lilah Smith Safe House (Fort Stockton)**

**Employment Conditions: Full-time, hourly, non-exempt**

**Reports to: Director of Client Services & Director of Community Services**

**Position Qualifications:**

* Bachelor’s degree in social work, social services or related field is preferred.
* Ability to be proactive in advocating for the victim-survivor client
* Ability to demonstrate awareness and sensitivity to the diverse cultural, ethnic, and social backgrounds of clients.
* Commitment to crisis intervention, case management and crisis counseling techniques that promotes empowerment and self-determination of the client.
* Ability to communicate effectively both orally and in writing.
* Ability to stay overnight at Shelter occasionally.
* Flexibility regarding work schedule.
* Ability to take call on a rotational basis as part of the Crisis Response Team
* The ability to communicate in English and Spanish is preferred
* Ability to travel daily to provide service throughout our service area
* Conduct yourself in a professional manner to represent the agency appropriately.
* Support the Mission, Vision & Values of the agency.
* Must maintain a professional relationship with clients.

**Duties and Responsibilities:**

**A. Agency duties shall be, but not limited to:**

* Answer the Crisis Hotline during shift and provide assistance, referrals and other help as appropriate
* Provide client-centered and trauma-informed approach to client care.
* Provide intake services for any eligible client.
* Provide case management services to non- resident clients and their children in all counties of service, by assessing and meeting needs and making appropriate referrals if needs cannot be met by Agency
* Instruct, implement and facilitate safety & goal planning with non-residents and their minor children.
* Travel to assigned county offices weekly.
* Keep hospitals, court houses, bars, colleges and other pertinent gathering places stocked with brochures, tear-away flyers and other promotional items.
* Assistance with legal advocacy by providing accompaniment to court hearings, securing protective order, filing of Crime Victim Compensation, Victim Impact statements, referrals to legal options, etc.
* Identify client needs, offer appropriate information and referrals, and assist in developing an individualized goal plan.
* Participate in community outreach and awareness programs and health fairs throughout our service area.
* May take pictures, produce artwork or other creative works for agency projects, all which becomes property of agency.
* Assist clients with securing employment, housing, education, medical services, transportation, clothing or any other benefit of service.
* Facilitate Sexual Assault or Domestic Violence education, awareness, and independent living skills through group and individualized meetings.
* Network and establish collaborative relationships with other social service agencies, regarding services for shelter clients.
* Assure that all documentation of services is maintained accurately and timely for each non-resident client.
* Must ensure 24/7 coverage at the shelter when clients are housed there.
* Must be willing to clean shelter, cook meals, maintain outdoor areas and keep shelter in good repair.
* Clean and prepare rooms for clients as needed.
* Clean and disinfect rooms upon departure of clients.
* Ensure clients are aware of agency services, policies and groups
* Participate in required trainings including continuing education in-services and staff meetings.
* Serve on the Crisis Response Team taking 24 hour call through the rotation schedule.
* Adhere to The Crisis Center Policy and Procedures.
* Conduct the position in compliance with all state and federal regulations.