



JOB DESCRIPTION

JOB TITLE: Child & Family Advocate	
Job Family: Advocates and Other Direct Service	Supervisor: Shelter Manager
Classification: Full-Time; Non-Exempt; Hourly	On-Call Responsibilities: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Expected Schedule/Hours of Work: 40 Hours per Week Monday – Friday business hours with rotating evenings and weekends required	
Title(s) of Immediate Subordinates: N/A	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Child & Family Advocate is responsible for providing support, advocacy, and resource/referral services to children and their non-offending parent who are utilizing Hope House services. Child & Family Advocates may also be required to provide coverage for the crisis hotline and shelter front desk, and must provide on-call coverage on a rotating basis.

ESSENTIAL FUNCTIONS:

- Provide for the immediate emotional, psychological, and physical health and safety needs of children and families, including crisis intervention, safety planning, lethality assessment, and assistance with filing orders of protection.
- Provide personal advocacy and emotional support to children and families helping children and families manage practical problems caused by experiencing and/or being exposed to domestic violence, finding resources, providing meaningful referrals, and offering follow-up support.
- Facilitate individual and group activities with children that promote their physical, cognitive, language, social, and creative development, with an emphasis on helping children heal from the effects of domestic violence and trauma.
- Build and maintain a positive and trusting relationship with children and families by being available and approachable, and by listening and responding to their concerns and questions.
- Support family relationships by providing opportunities for parents and children to interact with one another in a positive way.
- Provide quality interactions with children by actively participating with children in various activities.
- Provide a physical environment that facilitates healing and children’s ability to make choices.
- Ensure that the Youth Resource Center facility is maintained in a clean and organized fashion by providing a variety of housekeeping functions on a daily basis.
- Participate in continuous quality improvement activities such as maintaining QA standards and ensuring accurate and timely data entry and reporting.



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- Provide on-call assistance to shelter operations on a rotating basis to ensure 24-hour coverage.
- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- Demonstrate a general understanding of child growth and development principles.
- Maintain appropriate boundaries when working with clients and agency personnel.
- Maintain confidentiality, neutrality, and professionalism in the role.
- Multi-task and work in a fast paced environment.
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.
- Demonstrate basic computer and digital literacy skills.
- Demonstrate strong organizational skills and follow through.
- Demonstrate general knowledge of the dynamics and causes of domestic violence and a commitment to end domestic violence as a social problem.
- Adapt to change productively and handle other tasks as assigned.
- Arrive to work promptly and regularly.
- Concentrate and perform accurately.
- Work a variety of schedules, depending upon the needs of the program.
- Demonstrate strong written and oral communication skills.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to lift and/or hold children, stand, walk, sit, climb, hear, sit on the floor and/or get down on children's eye level, and reach with hands and arms. The employee may occasionally lift and or move objects weighing up to 25 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, depth perception, and ability to focus. Individuals in this position must be able to perform CPR continuously for at least 15 minutes.

TRAVEL REQUIREMENTS

This position will be required to travel between Hope House service locations (including the hotel and support group locations). Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.



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EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work or comparable human services field or appropriate training and experience.
- Possess or have the ability to obtain certification in basic first aid and CPR.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish.
- Prior experience working with survivors of domestic violence.
- Prior experience caring for children of all ages.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Hope House is an Equal Opportunity/Affirmative Action Employer