



Position Description

Direct Services Advocate

About our organization:

The Friendship Center is the #1 community resource for addressing and preventing domestic violence, sexual assault and stalking in Lewis and Clark, Broadwater and Jefferson Counties. We serve clients of all genders and backgrounds through free and confidential services including shelter, advocacy, education and outreach. Our mission is to be a safe haven for victims of domestic violence, sexual assault and stalking, while empowering every person in our community to flourish in relationships free from violence and intimidation. We do our work so that every person in the tri-county area can thrive in safe and healthy relationships. To learn more, visit our website www.thefriendshipcenter.org.

Date: June 2021

Summary: This is an hourly position dedicated to providing trauma-informed crisis intervention, advocacy, and support to victims/survivors of domestic violence, sexual assault, and stalking.

Supervisor: Client Care Director

Salary: \$18-20.00/hour DOE plus benefits

General Schedule: Full-time

Key Duties and Functions include, but are not limited to:

1. Provide initial crisis response to clients who contact the agency by phone, walk-in or by other methods during regular business hours.
2. Provide crisis intervention and empowerment-based, trauma-informed advocacy to clients seeking emergency services:
 - Conduct intakes and staff clients' cases with Direct Services team as necessary;
 - Provide information and education to help clients understand the dynamics of domestic violence;
 - Work with supervisor to provide emergency crisis intervention, financial and material assistance, and other necessary services to clients seeking emergency assistance;
 - Assess clients' safety and formulate safety plans;
 - Assist clients in securing safe shelter, and permanent housing;
 - Assist clients in making relocation plans when necessary; Provide information and referrals to community service providers.

3. Conduct timely, accurate and consistent direct services data entry in compliance with all grants and organizational needs.
4. Coordinate with law enforcement agencies to facilitate crime interviews/reports with law enforcement representatives as needed.
5. Be present with a client while they are receiving medical attention and/or forensic exam for injuries as a result of a crime.
6. Be present with clients in court hearings and in meetings with community partners as needed.
7. Attend specialized trainings as needed.
8. Provide Order of Protection assistance to our clients as needed.
9. Cover the 24-hour crisis line on some weekends and evenings as needed and serve as staff back-up for crisis line volunteer advocates on rotating evenings and weekends.
10. Attend group and coalition meetings as needed.
11. Other duties as assigned.

Knowledge, Skills, and Abilities required:

1. BA or BS Degree or equivalent experience in human services, psychology, social work, women's studies, or other related field.
2. Training and/or expertise in the dynamics of domestic and sexual violence and stalking.
3. Ability to problem-solve, manage time, and work independently under pressure.
4. Ability to function as an effective member of a professional staff.
5. Knowledge of trauma-informed crisis intervention techniques and services.
6. Ability to distinguish between enabling and empowering clients.
7. Positive attitude and professional demeanor.
8. Ability to set personal and professional boundaries.
9. Ability to completely understand and maintain strict adherence to confidentiality, safety procedures, and advocate privilege.
10. Clear and effective written and verbal communication skills, as well as the ability to listen well.
11. Ability to balance emotional and physical needs of work demand through personal and effective forms of self-care.
12. Ability to work with a wide variety of ethnic, racial, socioeconomic, and religious individuals and/or groups.
13. Ability to work cooperatively and effectively with other community-based services and systems professionals.
14. Demonstrate a willingness to improve professional skills through training.
15. Ability to set goals and complete projects in a timely manner.
16. Ability to work both independently and in small team settings. Comfortable taking initiative but also committed to sharing information and working well in a team.
17. Must have own transportation, valid driver's license, and current driver's insurance.
18. Successful background check required.

Applications will be reviewed starting July 1, 2021, and on a rolling basis until the position is filled. Please send your cover letter, resume, and three references to Heidi Opitz at Heidi.o@thefriendshipcenter.org. If you have additional questions, you may also call the office at 406-442-6800.