

Job Title:	Emergency Response Advocate	Job Category:	Programs
Department/Group:	Non-Resident Program	Job Code/ Req#:	
Location:	Rosenberg, TX	Travel Required:	Medium
Level/Salary Range:	Depending on Experience	Position Type:	Non-Exempt Full-Time
HR Contact:	Tina Hood, 281-344-5752	Date posted:	December 10, 2018
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:	http://www.fbwc.org/who-we-are/careers		
Internal posting URL:	http://www.fbwc.org/who-we-are/careers		

Job Description

ROLE AND RESPONSIBILITIES

Assist survivors of domestic and sexual violence with crisis intervention, hospital and law enforcement accompaniments. Connecting clients to advocacy services within and outside of the agency based on their self-identified victim assistance needs.

- Be professional, and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork.**
- Provide crisis intervention and victim assistance information to clients and prospective clients face-to-face and over the phone, including referrals to the other victim assistance programs as appropriate.
- Provide accompaniment in hospitals, with law enforcement or judicial system as needed.
- Conduct intake and initial casework with each new client (including safety planning, Client Service Plan, etc.) within 48 hours of entering shelter or walk-ins to non resident program building.
- Provide resource options.
- Conduct and keep accurate records of follow up meetings and calls with clients.
- Coordinate and follow up with specialized service providers (e.g. case manager, counselor, career development specialist, etc.) to ensure client is meeting their service goals and create their Client Service Plan.
- Be knowledgeable of community resources.
- Serve as an advocate on behalf of clients.
- Complete accurate, updated documentation, including casework activities, and maintenance of client files.
- Act as **child advocate**, which includes having knowledge of child development, parenting skills, dynamics of family relationships, sensitivity to the needs of children, responding in a constructive, supportive manner to the parent and child clients in crisis, the ability to plan and implement activities for children, and knowledge of the local network of children's services.
- Act as **legal advocate**, which includes having a working knowledge of Texas laws pertaining to family violence/sexual assault, as well as the justice system's response to family violence/sexual assault. Be familiar with legal services, resources, and procedures available to victims in each county where services are provided. Assist clients in safety planning and re-evaluation of the safety plan identifying legal rights and options as part of their individual service plan.
- Have knowledge of grant objectives and goals.
- Complete timesheets and other grant related paperwork in a timely manner.
- Complete check requests and housing packets in a timely manner being aware that if a mistake is made that causes our agency to overpay for a client, the Case Manager is responsible for collecting from the client and returning the overpayment.
- Solicit and participate in community awareness/education events, including speaking engagements, to educate the community about the problems of domestic violence, sexual assault, and homelessness,

especially during SA & DV awareness month--April and October, respectively.

- Participate in the PAV (personal accompaniment volunteer) program on-call rotation for a full week 3 to 4 times yearly.
- Attend staff meetings and trainings, as requested.
- Assist with hotline/front desk coverage.
- Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Proficiency in Microsoft Office Suite.
- Clear and effective written and oral communication skills.
- 4-year degree preferred in a related field or HS diploma and 2 years of related experience; or 5 years of evidenced successful experience in a related setting.
- Have valid Texas Driver's License, and carry auto liability insurance as required by the State of Texas.
- Pass a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a **MUST!** We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus, but is not necessary.
- Demonstrate leadership, communication, and problem solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport and use active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently; plans for additional resource needs. Sets goals and objectives, and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and wide-variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.

- Writes clearly, accurately, respectfully, and informatively; edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.