

Artemis Center

Job Title: Advocate I
(Includes Civil, Court and General Advocacy)

Reports to: Adult Program Coordinator or Clinical Program Director,
as determined by management.

Responsibility Areas:

Client Services Client Outreach General Agency Duties

Minimum Requirements: Bachelor's degree in social science field (ex. Social work, psychology, counseling, criminal justice, women's studies, or related field.) 5+ years of experience working in domestic violence field may be substituted for 2 years of college education.

Professional Standards

All services are provided in a manner which is consistent with agency philosophy, which empowers clients, avoids judgment and victim-blaming, and is coordinated with other community systems. All performance, with respect to clients and colleagues - both within and outside of the agency - is conducted in a manner which affirms the value of diversity and which is respectful of others in regards to gender, class, race, ethnicity, ability, religion/spirituality, and sexual orientation. All employees participate in the establishment of individualized annual goals and objectives. All employees must exercise the ability to work with individuals of different backgrounds and act as a role model in using non-violent behavior in resolving conflict, as well as possess flexibility, mature judgment, and competency in emergency situations.

I. CORE COMPETENCIES

1. Adaptability
2. Building strategic work relationships
3. Building trust
4. Communication
5. Contributing to team success
6. Continuous learning
7. Client focus
8. Initiating action
9. Job fit
10. Managing work/Time management
11. Planning and Organization
12. Quality orientation and high work standards
13. Stress tolerance
14. Technical/Professional knowledge and skills

II. Client Services

1. Provide crisis intervention to clients on the hotline, and in person on a scheduled or emergency basis.
2. Make appropriate assessment of batterer and victim lethality, assist clients with safety planning and provide information and referral with each client as appropriate.
3. Complete necessary paperwork with clients requesting on-going services.
4. Educate each client about benefits, procedures, and resources related to the Ohio Domestic Violence Law, including how to utilize law enforcement and file Crime Victim's Compensation claims.
5. Arrange and/or provide limited transportation for clients to necessary appointments, to retrieve belongings, and to out-of-county shelters/locations, according to agency procedures.
6. Maintain strict client confidentiality, provide services with a client-centered approach, and according to the ethical standards of NASW and AACD, and other applicable standards dictated by profession and/or license, and practice within the scope of personal limits and expertise.
7. Provide services in a manner demonstrating knowledge, sensitivity, respect and competency with clients from a wide range of demographic, religious, and cultural identities.
8. Actively seek supervision, participate in supervision meetings determined by supervisor, keeping supervisor informed of activities/cases.
9. Document all client contacts, within the same day as service provided, in accordance with agency documentation guidelines.
10. Complete and submit accurate statistics of services rendered on a regular basis, as directed by agency procedure.
11. Spend at least 50% of time in direct client service activities.
12. Empower clients to problem solve, serve as advocate for clients as needed, and provide case management services.
13. Provide limited on-going supportive services to clients.

14. Accompany clients to court proceedings to provide information, advocacy support, and safety.
15. Facilitate educational and/or support groups, as needed.
16. Network with, and act as a liaison to other Artemis clinical projects and programs and outside community agencies to coordinate and ensure delivery of services.

III. General Duties

1. Follow agency procedures to post schedules, and arrive for work as scheduled. Note: Some evening work availability is required.
2. Record all appointments and meetings in agency scheduling system.
3. Participate in staff meetings and clinical case meetings.
4. Participate in training and development opportunities provided by the agency.
5. Participate in training of volunteers/interns and new advocates.
6. Provide supervision, support, and evaluation of volunteer and interns assigned to this position.
7. Participate in the on-going process of evaluation and revising policies, procedures, and clinical forms for client services, as appropriate.
8. Participate in Family Violence Collaborative and Artemis Center committees and activities as assigned.
9. Promote positive image of Artemis, it's mission, and it's services: work to build positive working relationships with community agencies, founders, courts and organizations.
10. Assist with community presentations, in-services, and agency events and media exposure as assigned.
11. Engage in ethical communication, as defined by Artemis policy.
12. Work cooperatively with volunteers, interns, colleagues, and supervisors.
13. Maintain information in office in orderly fashion that is usable to colleagues.

14. Manage schedule to balance workload and effectively use time during less active periods.
15. Know personal limitations and communicate them with a supervisor before they interfere with performance.
16. Accurately document and submit mileage on monthly transportation log.
17. Maintain access to reliable transportation and maintain insurance on vehicle used for duties.
18. Perform other duties as assigned.