



## **DOMESTIC VIOLENCE SOLUTIONS FOR SANTA BARBARA COUNTY**

### **CLIENT ADVOCATE – SANTA BARBARA**

#### **POSITION SUMMARY**

Under the supervision of the Shelter Lead Advocate, the Client Advocate provides direct services for resident and non-resident clients according to their unique needs. These services include crisis line coverage and intervention, response to 911 domestic violence calls with law enforcement and medical personnel, immediate and ongoing services to victims and children. Other duties include intake interviews, assessments and case management along with advocacy, referrals, and other appropriate services.

#### **RESPONSIBILITIES**

1. Respond to domestic violence calls to provide support, information, and referrals to domestic violence victims and their children. Provide advocacy services to help meet victim and children's needs for safety, food and shelter, medical attention, legal and social services.
2. Provide direct services to residents and non-residents according to DVS' philosophy and policies. These services include but are not limited to: crisis line coverage, conducting eligibility and intake interviews, performing client assessments, assisting clients in creating and achieving a goal plan for self-sufficiency (covering areas such as housing, income source, legal and medical needs), advocating on behalf of clients with other agencies, providing appropriate referrals, accompanying clients to appointments as needed, and providing support to clients.
3. Keep accurate records as necessary for case management and statistical documentation.
4. This position requires a flexible schedule including working night shifts. Must be available for nights and weekends and participate in cooperation with other staff in providing shift "back-up" when necessary and in maintaining the good order, cleanliness and security of the shelter.
5. Acts as DVS spokesperson and public advocate on domestic violence issues when appropriate.
6. Other duties as assigned.

## **QUALIFICATIONS**

Experience working with survivors of domestic violence or in the crisis intervention field desirable. Excellent communication skills (verbal and written). Ability to work well with others. Interest in the needs and concerns of domestic violence victims and their children. Must have own vehicle, have a valid CA driver license, and a good driving record. Bilingual required (English and Spanish). Must complete 40-hour Domestic Violence Training prior to assuming duties of this position. BA degree or equivalent experience desirable.

Company benefits and rewarding environment.

Equal Opportunity Employer.