



Job title	<i>Client Advocate (North County)</i>
Reports to	<i>Lead Client Advocate / Director of Programs</i>

Position Summary

The Client Advocate provides direct services for residents 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. Must complete 40-hour Domestic Violence Training prior to assuming duties of this position.

Areas of responsibilities / Duties

- Respond to domestic violence calls to provide support, information, and referrals to domestic violence victims and their children. Provide advocacy services to help meet victims' and children's needs for safety, food and shelter, medical attention, legal and social services.
- Provide direct services to residents and non-residents according to DVS's 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.
- Keep accurate records as necessary for case management and statistical documentation.
- 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.
- Acts as DVS representative and public advocate on domestic violence issues when specifically directed.
- Other duties as assigned.

Qualifications

- High school diploma
- Bilingual required (English and Spanish)
- Excellent communication skills (verbal and written).
- Ability to work well with others and as part of a team.
- Interest in the needs and concerns of domestic violence victims and their children.
- Must have Reliable Transportation, have a valid CA driver's license, and a good driving record.
- Positive Attitude and willingness to learn
- Ability to manage multiple projects and prioritize workload

Desired Qualifications

- Experience working with survivors of domestic violence or in the crisis intervention field.
- College Degree
- Organizational and time management skills
- Proficient in Microsoft Office and marketing automation software
- Experience with social media marketing

Working conditions

Position is In-Person and will be based in Santa Maria, CA. This is a Full-Time position, 40 hours per week, some on call hours and weekends Director of Programs will determine final work schedule.

Physical requirements

While performing this job, the incumbent will typically spend time sitting, walking, standing, listening/speaking, writing and operating a personal computer. They will be required to drive an automobile to get to and from the different DVS property sites, law enforcement/ medical calls and events. Incumbent will be expected to lift and carry various office and maintenance items up to 30 lbs. on an occasional basis. Reasonable accommodation may be arranged to enable individuals with disabilities to perform essential duties of the job.

Direct reports

Lead Client Advocate / Director of Programs

Pay Range

- Starting Range is \$23.00 - \$26.00 per hour, DOE (includes bilingual incentive)
- Position Salary Range is \$47,840k - \$54,080 per yr. (includes bilingual incentive)
- Competitive benefits and rewarding environment.

If you are a self-starter with a passion for helping others, advocating for those that are striving for their independence and educating others, we encourage you to apply for this exciting opportunity. We offer competitive compensation, bilingual incentives and competitive benefits packages, as well as opportunities for growth and development within the organization. Join us in making a positive impact and contributing to our mission

How to Apply

Please email your resume and cover letter to Cristina Caratachea, Director of Administration, at HR@DV solutions.org

