

JOB TITLE:	Triage Advocate
DEPARTMENT:	Admin
STARTING PAY:	\$16.36
FLSA STATUS	Non-Exempt Employee
IMMEDIATE SUPERVISOR:	Operations Coordinator
MOST RECENTLY REVISED:	10/1/2018

Position Summary:

This position will provide crisis intervention, advocacy, support and resources to survivors of Domestic Violence and/or Sexual Assault and their children.

Essential Functions:

- Provide direct services to survivors of Domestic Violence and/or Sexual Assault in the form of advocacy, counseling, group work and/or court support in accordance with SafeHouse Center's policies and mission.
- Compile and collect agency data including providing assistance in the maintenance of the agency client data base.
- Staff the 24hour on-call Response Team during business hours, weeknights and weekends as assigned. Arrange for transportation to fulfill on-call responsibilities within specified timeframes.
- Assist in the promotion of domestic violence and sexual assault services through public speaking and tabling engagements.
- This position primarily works in an office environment and requires frequent sitting, standing, walking, lifting and moving of items.

Duties and Responsibilities:

- Work collaboratively with each client to determine their strengths, challenges and goals. Provide appropriate referrals and resources.
- Facilitate support group as assigned.
- Document all services provided for, with or on behalf of clients.
- Assist in the training, support and supervision of program volunteers.
- Assist with other duties as assigned.
- Act as a liaison between SafeHouse Center, our clients and community members.
- Abide by confidentiality policy at all times.
- Report any knowledge or suspicion of child abuse and/or neglect.

Working Environment & Physical Requirements:

- Staff may occasionally be required to travel locally and regionally in agency or own vehicle to attend conferences or other related events.
- This position requires flexibility in scheduling and job function as some services require 24 hour coverage including during popular holiday times (most notably – but not necessarily limited to – the time around Thanksgiving, Christmas and New Year's).

- This position requires a valid driver's license and the ability to obtain vehicle insurance.

Qualifications:

- Bachelor's Degree in human services field or two years' experience in a human services field.
- Demonstrated skill in writing, speaking, interpersonal communication, and teamwork.
- Competency in crisis management.
- Understanding of and sensitivity to the unique circumstances of underserved populations and to survivors of domestic violence and sexual assault.
- Fluency in language(s) other than English preferred.
- Public speaking and training facilitation experience preferred.