

## **The DOVES Program Employee Job Description**

Title: Client Advocate

All DOVES Staff will uphold the mission of the DOVES Program.

At DOVES, we envision:

- a community free of sexual, domestic, and dating violence;
- a community that fosters healthy sexuality; and
- a community where every person feels safe and expects healthy relationships.

Our mission is to ensure our empowerment-based and strengths-centered services are available and accessible to anyone who has experienced or been affected by sexual, domestic and dating violence.

### Expectations

All DOVES staff will:

- Maintain the highest standard of confidentiality
- Represent the DOVES Program, the community and our clients in a professional manner (in dress, behavior and workspace)
- Attend a minimum of 20 hours of training annually
- Adhere to all policies and procedures

### Essential Job Functions

- Provide direct services via our 24-hour help line and text line
- Provide direct services via face-to-face interactions
- Provide clients with safety planning and information about civil and/or criminal justice system
- Respond to requests for advocacy from law enforcement and health care professionals
- Assess the need for additional services and make appropriate referrals in-house and to other community resources
- Advocate on behalf of clients with other community agencies
- Complete client paperwork & computer work
- Communicate shift activities to other staff & volunteers
- Create & maintain relationships with community agencies
- Plan & implement victim outreach efforts
- Develop, revise, maintain and distribute awareness & prevention materials
- Participate in program tracking, evaluation and reporting
- Actively participate in staff meetings and other agency-wide training & personal development opportunities
- Decision-Making: Frequent situations occur that are outside established policies and procedures and require astute judgment and the ability to evaluate alternatives to resolve challenging situations
- Attend out-of-town and out-of-state conferences
- Travel, on a regular basis, throughout our service area

### Other Duties & Responsibilities

- Complete & submit accurate timesheets, mileage sheets and expense reimbursement forms by deadline
- Participate in fundraising activities
- Assist with office organization & maintenance
- Other tasks as assigned

### Requirements

- High school diploma/GED
- Valid driver's license
- Safe & reliable transportation
- Current car insurance
- Cell Phone
- Successful completion of criminal background check, CPS/APS background check, Sex Offender Registry and Driver's License check

### Preference

- Fluency in Spanish and English – High level of language proficiency demonstrating the ability to:
  - Read: read and understand texts written in the language
  - Write: formulate written texts in the language
  - Comprehend: follow and understand speech in the language
  - Speak: produce fluid speech in the language and be understood by its speakers

### Authority

Responsible to the Executive Director

### Supervisory Role

None

### Work Hours

This position will typically work 36 hours per week.

- Monday 8:00am – 4:00pm (with 1 hour lunch break)
- Tuesday 8:00am – 4:00pm (with 1 hour lunch break)
- Wednesday 8:00am – 5:00pm (with 1 hour lunch break)
- Thursday 8:00am – 4:00pm (with 1 hour lunch break)
- Friday 8:00am – 4:00pm (with 1 hour lunch break)

This position will also provide direct services via our 24-hour help line on the phone or in person as follows:

- 1 Night shift per week or every other week
- 1 Weekend shift every 5-6 weeks
- 2-3 Holidays per year

Flexibility is required to balance the needs of our staff and our clients.

Employee Status

This is a nonexempt position covered by the Fair Labor Standards Act and will receive overtime compensation for work in excess of 40 hours per week. However, due to budget constraints, overtime is strongly discouraged and all efforts will be made to adhere to a 36-hour work week.

Employee is responsible for informing Supervisor of any changes to the schedule.

**DOVES is an at-will employer, meaning that either DOVES or an employee can end the employment relationship at any time and for any or no reason. This job description does not alter the at-will relationship.**