

JOB TITLE: Client Services Coordinator

REPORTS TO: Advocacy and Shelter Programs Supervisor

HOURS: Full-Time

PAY: Starting rate \$15

BENEFITS: IRA 3% Match, Paid PTO

DESCRIPTION:

Provide trauma-informed crisis counseling and victim advocacy as a core component of service delivery under this role. This position will also be responsible for connecting all hotline calls and walk-ins to weekly support groups, and scheduling individual advocacy/counseling for survivors of domestic abuse and sexual violence.

The Advocate is always aware of **personal boundaries** and does not let their own personal story become a part of the victim's story. The advocate does not give advice, tell the client what to do, or share personal opinions. The advocate's role is one of support, encouragement, and professionalism.

RESPONSIBILITIES:

- Coordinating services that the client will access (case management, counseling, shelter, etc..)
- Provide advocacy via hotline and for walk-ins, making safety priority
- Help victims develop their own safety plan and identify resources
- Offer psychoeducation to clients to encourage self knowledge and empowerment
- Provide coverage as needed for Hospital Advocacy
- Provide court-advocacy when necessary
- Provide follow-up by phone and in person
- Enter services in Apricot database
- Coordinate with the Education Program Manager regarding support group referrals
- Assist Outreach Center in client services and team efforts as needed
- Continue to gain education on rape and sexual assault, by studying and attending trainings
- Assist in managing clinical waitlist
- Assist in training team members as needed

MINIMUM QUALIFICATIONS:

- BCI clearance as per DHS contract
- Minimum of 1 year experience providing victim advocacy or related social service work
- Ability to speak and interact comfortably with a group, presentation skills required
- Proficient organizational skills required

TRAINING REQUIRED:

- 40-Hr Certification Advocate Training (provided by DOVE Center)

DOVE Center provides equal employment opportunities to all employees and applicants for employment, without regard to race, color, religion, creed, gender, national origin, age, marital or veteran status, sexual orientation, or the presence of handicaps or disabilities, or any other basis protected by state or federal law.