



Client Advocate Position Description

Office Location: 35 W. Huron, Pontiac, MI 48342

Under general supervision by the Victim Services Program Director or Healing and Community Justice Coordinator, assists LGBTQ+ survivors of domestic or intimate partner violence by providing a full range of services, including assistance with crisis intervention, community relations, referrals, and education/awareness. This individual must provide gender affirming and culturally responsive care as well as maintain a caseload of 10-15 clients in addition to their other roles. They will work alongside a team of client advocates to case manage, provide training, develop resource materials and coordinate services. This position is in partnership with Affirmations LGBTQ+ Community Center in Ferndale.

This is a full-time, salaried, non-exempt position (\$41,600 to \$45,760 per year) with a generous benefits package that includes dental, health and vision, 401k, paid time off, tuition reimbursement and life insurance.

Education and Experience:

1. A bachelor's degree from an accredited college or university with a major in Public Health, Social Work, Gender Studies or related field is preferred.
2. Have at least one year of experience working with survivors of abuse or violence.
3. Significant professional, personal or lived experience with the LGBTQ+ community and/or working with communities of color.
4. Demonstrate strong commitment to diversity, equity and inclusion, as well as working knowledge of social justice advocacy.
5. Being bilingual, with the ability to read, write and speak Spanish fluently is preferred and/or willingness to improve Spanish language skills.
6. Excellent written, verbal and technological skills.
7. Availability to work some evenings and weekends.
8. Posses a valid motor vehicle operator's license.

Essential Functions:

All employees of Centro Multicultural La Familia (CMLF) are expected to conduct themselves in a professional manner at all times and comply with the standards set forth in the Employee Handbook and work in reflection with the mission and values of CMLF.

Some of the responsibilities include but are not limited to:

- Provide advocacy-based counseling to survivors in a culturally relevant and linguistically appropriate manner to enable survivor's safety and empowerment.
- Assist Program Director with the creation or updating of any program marketing materials.
- Make relevant and appropriate referrals for clients' legal, medical, housing and related needs.
- Perform screenings either made by appointment, walk-ins or as referred by Program Director, and if client qualifies, perform intake assessment.
 - Maintain and update client files as assigned by the Program Director.
 - Fill out all forms including consent and confidentiality forms.
 - Complete Service Plan and Safety Plan and follow up with case management as necessary to complete goals identified in Service Plan.
- Assist clients in understanding and navigating the court and legal system (e.g. at court proceedings, PPO hearings).
- Maintain all client data in a HIPAA compliant and confidential manner, and enter all relevant work activities in the Client Database in a timely manner.
- Connect clients with necessary attorneys or legal aid and serve as interpreter, but never in court proceedings.
- Assist Program Director with support groups and take the lead if assigned.
- Build relationships with community partners or agencies in order to improve referral systems for clients and to increase pool and knowledge of community resources available.
 - Develop cultural and trauma-informed resource materials that are accessible to the Spanish-speaking and LGBTQ+ community.
- Assist the Program Director in organizing educational or training events to engage the community on topics related to domestic violence, physical and mental abuse, healthy relationships and related LGBTQ+ topics.
- Attend meetings relevant to domestic or sexual violence and other crimes in the community that have been approved by the Program Director.
- Participate in outreach activities to increase awareness about program services.
- Actively participate in meetings, community task forces, agency PQI activities and Safety & Health and other committees.

To apply, please email a resume/CV and a cover letter to sarahmaria@centromulticultural.org.

This position is expected to perform all other duties as assigned by the Victim Services Program Director or OVW CSSP Program Director within the scope of this position that contributes to the advancement of CMLF as a premier provider of services for survivors of sexual and domestic violence who may be immigrants, LGBTQ+ individuals, and other intersecting identities. This position description is not meant to be an exhaustive list of duties or tasks. The position holder will be expected to perform duties and responsibilities in accordance with applicable safety and health policies and procedures.

CMLF is committed to providing culturally-affirming support services to families in a holistic approach in order to improve their quality of life. We are a private, not-for-profit, mission-driven organization that provides comprehensive services to a diverse community. While most of the clients we serve now are of Latin descent, we strive to offer services to a broader cultural community. We are proud to be able to offer culturally and linguistically affirming services in the areas of mental health, substance abuse, domestic violence, victims of crime advocacy, parenting education, health education and promotion, wellness workshops, entrepreneurship, radio programming, Exito Educativo and support and interpretation for pregnant people at St Joseph's Women's Center. For more information about our Programs and Services, please visit our website at www.centromulticultural.org.