CENTRO MULTICULTURAL LA FAMILIA/ Multicultural Family Center

Client Advocate Specialist Job Description-VOCA

Job description and responsibilities

Under general supervision by the Victim Services Program Director or Program Coordinator, assists victims of domestic violence and related crimes by providing a full range of services, including assistance with crisis intervention, community relations, community referrals, and community awareness. This position requires the ability to work independently, exercising judgment and initiative. This position reports directly to VOCA Program Director. This is a non-exempt position, does not require overtime and hours of work are from Monday to Friday.

Education and Experience

1. A bachelor's degree from an accredited college or university with a major in Psychology, Social Work, or related field is preferred.

2. Have at least one year of experience working with victims of abuse and families.

3. Posses a valid motor vehicle operator's license.

4. Be bilingual, read, write and speak Spanish fluently is preferred.

Essential Functions

All employees of CMLF are required to conduct themselves in a professional manner at all times and comply with the standards set forth in the Employee Handbook. All employees are required to support the mission and values of CMLF in all activities and act as ambassadors,

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 victim's safety and empowerment. Most sessions are done in person and a few remotely.
- Assist Program Coordinator with the creation or updating of any program marketing materials.
- Make relevant and appropriate referrals for clients' legal, medical, housing and related needs and document in Empower DB.
- Perform screenings either made by appointment, walk-ins or as referred by Program Director, and if client qualifies, perform assessment
  - Maintain and update client files as assigned by their supervisor.
  - Fill out all forms including consent and confidentiality forms at intake.
  - Complete Service Plan and Safety Plan within 2 weeks from intake and follow up with case management as necessary to complete goals identified in Service Plan.

- Assist client to understand and navigate the court and legal system (e.g. at court proceedings, PPO hearings), may transport them to these appointments or arrange for transportation.
- Maintain all client data in a confidential manner and enter all relevant work activities in Empower DB <u>every day</u>.
- Connect clients with necessary attorneys or legal aid and serve as interpreter but never in court proceedings.
- Assist Program Coordinator with support groups and take the lead if assigned.
- Build relationships with community partners or agencies in order to improve referral system for clients and to increase pool and knowledge of community resources available.
- Assist Program Coordinator in organizing education or training events to engage community on topics related to domestic violence, physical and mental abuse, healthy relationships and related topics.
- Attend meetings relevant to domestic 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. Some of these may happen after hours or weekends.
- Actively participate in meetings, community task forces, agency PQI activities and Safety & Health and other committees.

Other Duties

All other duties as assigned by the Victim Services Program Director or Program Coordinator within the scope of this position that contributes to the advancement of CMLF as a premier provider of services for people with emotional needs. Performs duties and responsibilities in accordance with applicable safety and health policies and procedures. Job duties may vary based on discipline and population served.

I have read and understand my job duties and responsibilities as stated above.

Staff signature	Date	Supervisor signature	Date