

Job description

About us

Centro Multicultural La Familia is a company in NON_PROFIT_ASSOCIATION in Pontiac, MI 48342. We are inclusive, customer-centric, engaging and our goal is to provide services to families in a welcoming environment so they feel that they belong.

Our work environment includes:

- Safe work environment
- Flexible working hours
- Growth opportunities

CENTRO MULTICULTURAL LA FAMILIA/ *Multicultural Family Center*

Client Advocate Specialist

Job description and responsibilities

Under general supervision, 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.

Some of the core responsibilities include but are not limited to:

- Respond to calls from victims and other service providers.
- Provide advocacy-based case management to survivors in a culturally relevant and linguistically appropriate manner.
- Associate or bachelor's degree in social work, psychology or related field is required.
- Completion of an ABA-approved paralegal certification program is desirable but equivalent experience will be considered;
- Bilingual and minority candidates are encouraged to apply;
- Have reliable transportation;
- Provide advocacy to enable victims' safety, empowerment and independence.
- Assist crime victims in filing claims as appropriate.
- Gather and input client data and volunteer and help prepare reports
- Participate in Performance Quality Improvement activities.
- Make relevant and appropriate referrals for clients' legal, medical, housing and related needs.
- Other tasks assigned by Program Director and supervising attorney.

Screenings/Assessments

- Perform screenings either made by appointment, walk-ins or as referred by Program Coordinator.
- After initial screening has been completed, if client qualifies for program, schedule or perform assessment.
- Use client files as designed by the Program Coordinator to open a case.
- Fill out all required forms, especially consents and confidentiality forms.
- Complete Service Plan and Safety Plan and follow up with case management as necessary to complete goals identified in Service Plan.
- Refer client to community resources as needed per the service plan (case management).

Court Accompaniment and advocacy

- Assist client to understand and navigate the court and legal system.
- This could include but not limited to PPOs and court proceedings.
- Connect client with necessary attorneys or legal aid.

Community Relations

- 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.
- Attend meetings relevant to domestic violence in the community that have been approved by the Program Director at CMLF.
- Attend proposed Task Force meetings and learns how to assist clients in filing restitution claims to the State.

Excellent benefits including medical, dental, vision and life insurance. Paid vacation, holidays and sick leave. Training opportunities and flexible schedule.

If you are passionate about helping the community and want to make a difference in the lives of others, this is the job for you.

Salary range: \$41,600 to 46,800 per year plus mileage.

Job Type: Full-time

Salary: \$41,600.00 - \$46,800.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Flexible schedule
- Health insurance
- Paid time off
- Professional development assistance
- Tuition reimbursement
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

Ability to commute/relocate:

- Pontiac, MI 48342: Reliably commute or planning to relocate before starting work (Preferred)

Education:

- Bachelor's (Required)

Experience:

- Microsoft Office: 1 year (Preferred)
- customer service: 1 year (Preferred)

Language:

- Spanish (Required)

Work Location: In person

Interested candidates please send a cover letter and resume to Elizabeth Benouaguef, CSRUV Program Director: ebenouaguef@centromulticultural.org