



Centro Multicultural La Familia / La Familia Multicultural Center

Survivors Services Team

Bilingual Client Advocate

General Description:

Under general supervision by the Program Director, the staff in this role will assist victims of Domestic Violence, Sexual Assault, Stalking and Intimate Partner Violence in 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 in addition to working collaboratively with diverse systems such as the court system, social services agencies, police departments among others.

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

1. Respond to calls from victims/survivors and other service providers.
2. Provide advocacy-based counseling to survivors in a culturally relevant and linguistically appropriate manner.
3. Provide advocacy to enable victims' safety, empowerment and independence.
4. Assist crime victims in filing claims as appropriate.
5. Maintain and update client databases.
6. Participate in Performance Quality Improvement activities.
7. Make relevant and appropriate referrals for clients' legal, medical, housing and other related needs.
8. Other tasks assigned by Program Director or Program Coordinator.

Screenings/Assessments:

1. Perform screenings either made by appointment, walk-ins or as referred by the Director or Program Coordinator.
2. After initial screening has been completed, if the client qualifies for program, schedule and perform assessment.
3. Use client files as designed by the Director and/or Program Coordinator to open a case.
4. Fill out all required forms.

5. Refer clients to community resources as needed per the service plan (case management).

Court Accompaniment and Advocacy:

1. Assist clients to understand and navigate the court and legal system.
 - a. This could include but is not limited to PPOs and court proceedings.
2. Connect clients with necessary attorneys, legal aid or any agency that serves clients needs.

Community Relations:

1. 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.
2. As needed, assist the Program Director or Program Coordinator in organizing meetings with other agencies, education or training events to engage Pontiac and Oakland County on topics related to domestic violence, violence, prevention, physical and mental abuse, healthy relationships and related topics.
3. Attend community meetings.

Benefits:

Excellent benefits package including medical insurance, vision and dental insurance, 401K, life insurance, flexible schedule, paid holidays and paid time off.

Salary Range:

- \$41,600 to \$46,800.00 per year plus mileage allowance as applicable.

Schedule:

- 8 hour shift 9am-5pm.
- Monday-Friday.
- Occasional weekends (as needed).

Education:

- Bachelor's degree (required).

Language:

- **English and Spanish (required).**

Work Location:

- In Person at Centro Multicultural La Familia 91 N. Saginaw St. Suite 200.
Pontiac, MI 48342.

Interested candidates please send an email along with a cover letter and resume to Blanca Mares, Lead Client Advocate. Email: bmares@centromulticultural.org