

Qualifications

- High School Diploma/GED
- Two years previous work/volunteer experience, performed at a minimum of 20 hours/week
- Previous experience in client services preferred
- Bachelor's degree in a related field preferred
- Bilingual preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

Essential Duties and Responsibilities

24-hour Client Services:

- Maintain confidentiality of client information and shelter locations
- Participate in the ongoing case management of outreach clients to include goal setting and action planning, evaluating client progress, and working with clients to identify needed resources and/or options
- Provide intake sessions assessing individual's eligibility for services and providing information and referrals relevant to each individual's situation
- Provide information to clients in both individual and group settings about family violence and sexual assault dynamics and healing processes
- Provide information to clients about basic life skills, addiction management, healthy relationships, parenting, budgeting, and other needed tools
- Use crisis intervention and peer support techniques to facilitate recovery from abuse, decrease the effects of experienced trauma, address negative feelings and behaviors, aid in clients' own self-awareness, and resolve both intrapersonal and interpersonal conflict
- Perform administrative duties to include maintenance of client service logs, client intakes and paperwork, and hotline documentation
- Provide information and referrals to clients to assist in access to community, medical, legal, and employment resources
- Provide legal information and assistance in the civil and criminal justice system to include information on obtaining crime victim compensation benefits and protective orders
- Provide access to clothing, and/or donation assistance as needed for outreach clients
- Provide access to transportation and medical care
- Provide access to residential services
- Provide personal accompaniment for clients to court, medical exams, and other community resources
- Maintain an understanding of appropriate boundaries and relationships with both clients and staff
- Provide information regarding voluntary and involuntary terminations of services and access to an appeals process for services rendered

Program Coordination:

- Develop written materials, as needed, to enhance client's knowledge and awareness of Sexual Abuse issues
- Develop and/or facilitate educational and support groups/services
- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients and other staff members
- Coordinate provision of support services
- Manage and submit documentation of hours worked in accordance with agency policies
- Create and maintenance of a job manual specific to the functions and procedures of Sexual Assault Advocates

Assault Advocates

- Attend meetings and trainings pertinent to job performance

- Provide direct service and on call coverage to the agency as needed to ensure 24-hour availability of quality services
- Collaborate with volunteers and the Volunteer Coordinator to provide client support services to include transportation and childcare.
- Work with local law enforcement, judicial agencies, hospitals, and child advocacy center to develop and maintain Sexual Assault Response Teams in counties of service
- Provide information and training to staff, volunteers, and involved community agencies/organizations on best practices in service delivery to sexual abuse victims
- Identify local resources to better serve sexual abuse victims
- Evaluate and modify service delivery to ensure sexual abuse victims' needs are being met.
- Participate in the development of specific plans and goals to accomplish service needs

Statistics & Reporting:

- Complete all paperwork and reports necessary to maintain compliance with agency policies and procedures.
- Compile client statistic reports as needed for different grantors and internal reports
- Maintain required statistical and administrative documentation for monthly, quarterly, and annual reports

Personal Skills:

- Ability to remain calm and make decisions effectively while coping with crisis situations
- Ability to understand and comply with confidentiality policies
- Ability to handle multiple tasks and prioritize workload
- Ability to organize work area
- Requires good verbal and written communication skills
- Must have emotional/physical stamina to deal with prolonged crisis situations
- Ability to work independently without supervision
- Ability to be flexible and change duties with short notice as needed

Physical/Sensory:

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment
- Conditions include