



BILINGUAL CLIENT ADVOCATE

QUALIFICATIONS

Education: High School Diploma
Hours: 40 hours per week
Salary: DOE
Location: UKIAH / FORT BRAGG

DEFINITION

Under general supervision, to provide a variety of counseling, crisis intervention, and support services to Spanish and English speaking persons who have experienced domestic violence/sexual abuse; to develop and complete case management plans; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Employees in this job classification provide a variety of counseling, support, and case management for persons who have experienced domestic violence/sexual abuse.

REPORTS TO

Depending on location of work being done, reports to Director of Client Services in Ukiah, or Director of Coast Services in Fort Bragg

CLASSIFICATIONS SUPERVISED

Directly Supervises: This is not a supervisory job classification.

Indirectly Supervises: This is not a supervisory job classification.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES AND RESPONSIBILITIES *(The following is generally representative of the duties and responsibilities of this job classification. It is not a complete description of all possible job assignments, nor is it restrictive as to job assignments and responsibilities which may be required of an incumbent.)*

Performs intake interviews with Project Sanctuary clients and assesses client needs; develops case management plans to assist clients in mitigating the problems which have developed from suffering domestic violence and/or sexual abuse; provides a variety of counseling and support for Project Sanctuary clients; facilitates group counseling sessions; works with clients in developing short and long range plans for changing their life conditions; answers domestic violence and sexual assault crisis calls, provides crisis intervention services including immediate counseling, accompaniment, transportation, shelter intake, and referral to other community organizations; establishes networks with other community organizations to provide client support; assists with community education and training on sexual abuse and domestic violence issues; facilitates obtaining and distributing clothing and personal items for clients; provides follow-up contacts for clients as necessary; develops and maintains records

related to client counseling and case management; attends staff meetings, workshops and training sessions.

TYPICAL PHYSICAL REQUIREMENTS *(These are typical requirements, but Project Sanctuary will discuss and make reasonable accommodations for job candidates and incumbents with disabilities.)*

Sit for extended periods; frequently stand and walk; stoop, kneel, and crouch to pick up objects; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 40 lbs.; corrected hearing and vision to normal range; use of office equipment including computer, telephone, calculator, copier, and fax.

TYPICAL WORKING CONDITIONS

Work is normally performed in office; some crisis intervention assignments are performed in a variety of environments; work is regularly performed with victims of domestic violence and sexual abuse.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Needs and problems of people who have experienced domestic violence and/or sexual abuse.
- Principles of counseling.
- Group therapy methods and principles.
- Crisis intervention methods and techniques.

Ability to:

- Speak Spanish
- Provide counseling, crisis intervention, and support services for victims of domestic violence and sexual abuse.
- Facilitate client planning and transitioning in living and family environments.
- Conduct intake interviews, analyze and determine client needs, and assist clients with developing plans for life changes.
- Communicate with persons from a variety of socio-economic, cultural, and ethnic backgrounds.
- Assist with the development of community referral sources for Project Sanctuary clients.
- Prepare and maintain clear, accurate, and concise records and reports.
- Effectively represent Project Sanctuary in contacts with law enforcement, service providers, and community organizations.
- Establish and maintain cooperative working relationships

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be previous experience in providing client counseling services. Working with people who have suffered sexual abuse and/or domestic violence is highly desirable.

Special Requirements:

Possession of a valid and appropriate California Driver's License.