

## **RAPE AND ABUSE CRISIS CENTER OF FARGO-MOORHEAD POSITION DESCRIPTION**

**TITLE:** Community Advocate  
**DEPARTMENT:** Program Services  
**STATUS:** Exempt  
**REPORTS TO:** Advocacy Supervisor

### **PURPOSE**

The purpose of the Community Advocate position is to provide crisis intervention and case management with the goal of increasing safety, stability, and identifying resources for victims of sexual abuse, domestic violence, human trafficking and exploitation.

### **MAJOR ACCOUNTABILITIES**

1. **ADVOCACY:** Provides immediate crisis intervention, support, outreach, legal and medical advocacy to clients in crisis in-person and over the phone.
2. **CASE MANAGEMENT:** Trauma-based assessment of client needs, prioritization of needs, connect to community resources, follow-up with referrals and/or systems to ensure client's needs are met to best ability.
3. **PROFESSIONAL DEVELOPMENT:** Fosters professional growth and teamwork to ensure quality services to client.
4. **COMMUNITY RELATIONS:** Fosters community relationships that strengthen the organization's ability to serve victims of sexual abuse, domestic violence, human trafficking and exploitation. Participates in community outreach at county correction facilities, shelters, medical facilities, and courthouses.

### **QUALIFICATIONS**

- BA degree in counseling, psychology, social work or related field, or equivalent experience
- Minimum of three years of experience working with victims of sexual abuse and domestic violence, including mental health setting, trauma and providing resources to survivors
- Demonstrated knowledge of and experience with social justice issues, particularly domestic violence, sexual abuse, human trafficking and sexual exploitation.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent oral and written communication skills
- Ability to maintain healthy boundaries when serving clients in crisis
- Collaborative workstyle and team approach
- Ability to demonstrate compassion

## **DIRECT REPORTS: NA**

## **RESPONSIBILITIES**

**ADVOCACY AND CASE MANAGEMENT:** Provides immediate crisis intervention, support and outreach, advocacy services, and trauma based case management to clients:

- Answers the crisis hotline and serves walk-in clients, assessing immediate client needs
- Prioritizes immediate needs and safety, advocating for clients and serving as a liaison between victim(s) and necessary agencies/systems, such as shelter, law enforcement, medical and social services
- Provides victims with information about their rights and options to promote informed decision making
- Refers to staff counselors internally and externally, as appropriate
- Ensures in-person support for victims who require or are seeking medical intervention
- Provides basic information about ND and MN orders of protection, and may assist in filing order for protection (DV certification required).
- Provides referrals and coordination for necessary continuum of services
- Updating client files/chart and database according to the organizations policies and procedures
- Maintains client confidentiality according to policy
- May participate in other organizational programming

**COMMUNITY RELATIONS:** Fosters collaborative relationships that strengthen the organization's ability to serve victims of sexual abuse, domestic violence, human trafficking and exploitation.

- Seeks, fosters and maintains collaborative relationships with community partners
- Represents the organization at designated events, meetings, task forces, etc. to advance the ability of the organization to effectively serve clients
- Collects data on specific client populations and related demographic information for organizational and community use

## **PHYSICAL/ENVIRONMENTAL REQUIREMENTS**

This work is primarily sedentary, requiring communicating clearly, seeing, hearing, talking, concentrating, reading and operating office equipment such as a computer, calculator, copier and scanner. Work is primarily in a climate-controlled area with office equipment level of noise. Some travel is required.

**EVALUATION**

The performance of the Community Advocate will be evaluated annually by the Advocacy Supervisor according to pre-determined objectives and policies.

Revised: 4/2020