

DOMESTIC VIOLENCE COUNSELOR ADVOCATE

Summary

I am a responsible self-starter who communicates well and is dedicated to providing great customer service and staff support. I am comfortable working autonomously or in a team-based setting. I am both calm and focused, great at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals.

Experience

01/2015 - Current

Company Name - City , State Domestic Violence Counselor Advocate The nonprofit organization that I work for has had a contract with the Department of Children and Family Services of San Bernardino County since 2010 to provide Domestic Violence counseling, education, advocacy and support for their staff and clients at their Eastern office. I work onsite at the county office Monday through Friday 8am to 5pm and provide the following Duties; crisis intervention, trauma informed care, preventative services, and support services to victims of domestic violence; their families, as well as CFS staff. Services include assessing victims for danger, safety planning, assisting victims to get into emergency shelter, providing weekly domestic violence education classes and groups, accompany and advocate for clients at the Juvenile Dependency and/or superior court, as well as linking victims up with additional resources in their community. How I provide support services to the department staff is by attend daily RAM's (Risk Assessment Meetings). These are meetings where the social workers and I provide the information collected from the family and present them to CFS social workers, supervisors and management regarding which key factors are present, which are not, assessing the degree of risk in a family and if the family has a plan, support system and the likelihood of future maltreatment to a child or adolescent. I will also attend TDM's (Team Decision Making meetings) a Team Decision Making meeting is a collaborative process designed to produce the best joint decision concerning the family, the child's safety and placement, with contributions from: Children, Family, CFS staff, family members/parents, the child (when appropriate), community partners, service providers, foster parents, family's support networks, and other supports as invited. I follow-up and document the outcome of each referral till services are completed and cases are closed. I also present yearly workshops and training for CFS staff, new hires and interns regarding domestic violence. I also continuously develop and provide brochures, written material and the latest information to raise the awareness of domestic violence. Part of my regular office duties includes completing a daily service log, daily case notes, new client intakes, preparing referral outcome reports and letters for the department or court and monthly summary reports.

02/2013 - 07/2015

Company Name - City , State Shelter Hotline Advocate I took a graveyard position at this shelter working 4 nights a week 10 hours each night from 10pm to 8am my duties included; Taking nightly hotline calls: conducting crisis intervention over the phone and in person, conducting shelter intakes if appropriate or referring the caller to other requested resources in their community. I would provide onsite supervision of the shelter and its residence overnight. Daily duties included: Walking the shelter every hour assuring that the residents follow the house rules for example safety, bed time, curfew, noise level and any conflict resolution that may occur. Working with shelter clients consisted of teaching independent living skills such as, cooking, household chores, laundry, personal hygiene, interpersonal communication, and the effects of domestic violence as well as working with them on communal living skills. Occasionally I would dispense medication, first aid, hygiene products or transporting the clients and their children to the ER as needed. I performed daily documentation of client's behavior, actions and needs that they may have throughout the night in their file. Part of my administrative duties was to maintain, update and submit accurate documentation of our hotline reports, and closing the files of clients that exited the shelter. I would also make sure the shelter and offices were maintained in a clean, organized fashion by providing a variety of housekeeping functions on a daily basis. I was frequently asked to ensure that all new personnel were well versed and trained on the overnight shelter operations and procedures by providing training for new employees, interns and volunteers.

08/2008 - 04/2013

Company Name - City , State Domestic Violence Counselor Advocate

I began working with this agency as an administrative assistant helping the office program director, my regular office duties included, answering and screening a heavy volume of phone calls which for the first 2 years included hotline calls, handling the mail, filing, making copies, maintaining accurate inventory of office supplies, ordering supplies and assisting Clients with intake paper work.

After completing the state mandated 40 hour training I worked my way up to advocate part of my new duties included assessing clients and providing crisis intervention when needed. I facilitated support groups and life skills, empowerment workshops. In 2009 when our office program director left I took over managing the day to day operations of our outreach center as well as working with clients one on one from 2009-2011. The added responsibility was to coordinate with a local organization that provided us with food for our food pantry when we used to buy the food in the past. I collaborated with local community partners, agencies and organizations so that we all work together to provide clients and their families with as many services as they need on the mountain. I planned and put on fundraisers and event in the community to raise awareness for domestic violence and sustain our agency, this was accomplished by our take back the night event, our candlelight walk, ice cream social as well as tabling at yearly resource fairs and making presentation to our local schools, agencies and organization. I was also responsible to train our new office hires and volunteers as well as doing my part in presenting at our State Mandated Domestic Violence training that the agency conduct 2 times a year.

09/2005 - 07/2007

Company Name - City , State Administrative Assistant My general office duties included fielding and screening phone calls for administration and sales representatives. I handled daily billing and invoicing for two office locations one being out of state in Saint Louis MO. I was responsible for all the accounts receivable and collections. I assisted in coordinating LTL shipping and prepared import documentation for customs, Acor imported their ball bearing parts from China. I prepared all daily reports, spreadsheets, return goods authorizations and payable verification and verified potential client's credit references and provided references for existing clients.

09/2000 - 06/2005

Company Name - City , State Administrative Assistant

My responsibilities included conducting I-9 review, drug test, reference and criminal background checks on potential employees in accordance with EEOC regulations and agency standards. My daily duties included updating and maintaining client and employee data on the agency's computerized system. Performed clerical duties such as typing, faxing, and sending e-mails, as well as, handling all of the agency's correspondence. I addressed clients and employees inquiries/concerns by assisting them or directing them to the appropriate party in a timely manner. I scheduled and conducted interviews with clients and potential employees. I performed follow-ups with clients during employees first month of work and checked on them on a regularly basis. Responsible for all accounts receivable and accounts payable. I also created and maintained the agency's website.

Education

1995

Citrus College General Education General Education

1992

Glendora High School West College Medical Assistant High School Diploma Domestic Violence 40 hour training

Languages

Bilingual Fluent in Spanish

Skills

Microsoft Office: Word, Excel, Power Point, Outlook * Programs: AIMsi, OMS Systems, UPS Worldship and ALICE, Apricot. * Type 40 WPM, 10-key touch by Sign & Touch