

LAKE COUNTY CRISIS CENTER

Family Advocate

The Family Advocate provides individual and group counseling, advocacy, education and crisis intervention for residential, non-residential, supportive housing clients, their children, and telephone callers in crisis. The Family Advocate reports to the Shelter Coordinator and works closely with non-residential counselors.

RESPONSIBILITIES:

Develop individual service and safety plans in collaboration with assigned clients.

Act as advocate for clients with legal, medical, counseling, welfare, housing, educational, and other services as needed.

Refer clients to appropriate community resources and facilitate access to those resources.

Provide individual and group counseling, case management, support and education regarding domestic violence issues using a non-judgmental approach in working with residents of the shelter.

Provide crisis intervention counseling and referrals for callers on the crisis line.

Conduct intake and eligibility evaluations to determine client's needs and appropriateness for services.

Supervise and coordinate house policies and chores as they apply to residents of the shelter.

Ensure documentation in client records is appropriate, accurate, timely and in accordance with agency policies and funding requirements.

Provide follow-up services for former residents and complete court callbacks.

Interact with clients in the community areas of the shelter and role model appropriate social skills, conflict resolution, parenting and other skills of daily living.

Assist in receiving and storing donations as requested.

Develop a good rapport and networking with area agencies.

Attend and participate in staff meetings, case management and other training and meetings as requested.

Work as a team player in the organization.

Provide support and guidance to volunteers.

Perform additional responsibilities as assigned.

QUALIFICATIONS:

Bachelors degree in social work, counseling or closely related field. High School diploma (or GED) and three to five years experience in social services and domestic violence may be considered in lieu of degree.

Bilingual Spanish Required

Knowledge of counseling theories and modalities with a commitment to client empowerment and self-direction.

Excellent written and oral communication and interpersonal skills that demonstrate genuine concern and respect toward clients and other staff.

Ability to provide active listening, encouragement and counseling to clients.

Ability to lift 20 pounds.

Ability to motivate clients into action, to engage clients in shelter services and to support client progress toward achievement of their service plan and personal independence.

Ability to accept, understand and relate sensitively to people of varied social, economic, racial, cultural, and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to women's issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.

CLASSIFICATION:

Exempt, full-time, salaried employee.

Hours – 7:00 AM – 3 PM

Sunday - Thursday