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Serving Northern New Mexico Since 1978

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COMMUNITY AGAINST VIOLENCE
JOB DESCRIPTION
03.25

JOB TITLE: Advocate Coordinator

REPORTS TO: Client Services Program Director

HOURS: 40 hours/week (Flexibility required: weekday & occasional weekend, overnight as needed.)

SALARY: \$61,000 –65,000/Yr. + Benefits, Exempt

SCOPE OF POSITION: Supervise and support direct service advocates (day and night shifts) and the provision of advocacy services to clients, support the Client Services Program Director, including assisting with the preparation of required reports, and provide direct advocacy services for shelter and non-shelter survivors of domestic and sexual violence. Oversee all day-to-day services of the Shelter and direct client services, including but not limited to the 24-Hour HELpline and TEXTlineShelter services, Transitional Housing, Legal Advocacy, Medical Accompaniment, Children's Programs, and any other supports offered directly to clients of CAV.

PRIMARY RESPONSIBILITIES:

Supervision

1. Engage in reflective supervision with direct-service advocates within a situational leadership supervision model.
2. Engage in ongoing mentorship and support of direct-service advocates, including seeking relevant training opportunities.
3. Complete annual evaluations for direct-service advocates.
4. Convene regular direct-service staff meetings.
5. Ensure that advocates are meeting training requirements set by grantors and collations
6. Ensure that advocates are accurately reporting services provided to clients in accordance with funder requirements and best practices and that reports are completed in a timely manner.
7. Responsible for creating schedules for up to twelve staff and ensuring that there is coverage for all shifts including on-call.

Direct Services

8. Assist in the provision of services to shelter clients, including but not limited to the following:
 - Daily education and goal setting sessions with shelter clients.
 - Provide crisis intervention, advocacy and follow-up with sheltered clients.

- Provide legal consultation referrals and advocacy.
 - Provide individual life skills training and referrals to group life skills training.
 - Coordinate with all other CAV program components with referrals and case management of shelter clients and make appropriate out-of-agency referrals to assist clients in obtaining permanent safe housing.
 - Assist shelter clients work through any problems they may encounter while residing at the CAV shelter.
9. Provide advocacy for clients living out of the shelter. This includes crisis intervention, personal, and legal advocacy and follow-up. Provide survivor counseling/advocacy for survivors of domestic or sexual violence as needed or requested.
 10. Attend community meetings, volunteer trainings, etc., as appropriate for client services.
 11. Coordinate with other CAV program components as needed for referrals and case management of clients.

Administrative/Other

12. Assist Client Services Program Director with data entry and completing monthly, quarterly, or other required reports in a timely manner.
13. Assist with file maintenance and audits of client files.
14. Update and maintain a current file of intake materials and client forms.
15. Attend all staff meetings, supervisor meetings, and other meetings as requested by the Client Services Program Director or Executive Director.
16. Become knowledgeable of the ways in which working with people who have experienced trauma, DV and SA, impacts employees and proactively work to limit the effects of compassion fatigue by seeking supervision when common signs are present.
17. Engage in reflective supervision and actively examine how this work impacts you and how you impact the people that you work with as well as co-workers.
18. Participate in a minimum of three agency outreach events each year.
19. Abide by confidentiality required by CAV, and its grantors.
20. Be available and cross-trained in other areas of CAV support service in the office and community as requested by Client Services Program Director and Executive Director.
21. Complete all required paperwork on a timely basis.
22. Complete forty (40) hours of initial training on crisis intervention and other topics essential to working with survivors of sexual assault/domestic violence and children who are survivors/ witnesses of domestic violence. An additional minimum of 20 hours continuing education training is required annually.
23. Other responsibilities as assigned by Client Services Program Director or the Executive Director.

Skills/Experience needed for this position:

- Ability to work in crisis situations (management and intervention).
- Ability to perform as a leader in a team setting.
- Excellent communication skills (Bilingual preferred).
- Ability to practice, or knowledge and experience in, the use of conflict resolution.

- Experience working with diverse populations.
- Experience (paid or volunteer) in related kinds of activities, or willingness to be trained.

MINIMUM QUALIFICATIONS:

High school diploma/GED and any combination of education and training with the target population or three (3) years relevant experience in a human service-related field, including experience in supervising staff or leadership. Must be 18 years of age or older.

Additional Qualifications Preferred: Spanish and English Bilingual; previous experience in providing advocacy to survivors of sexual or domestic violence.

CAV is an Equal Employment Opportunity Employer. This means that all persons are eligible to be employed, promoted or discharged, without regard to their sex, sexual orientation, race, religion, disability, age, ancestry, serious medical condition, gender identity, or national origin. CAV does not tolerate retaliation against any employee or client who filed grievance, made a complaint or questioned the handling of a discrimination charge.