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Serving Northern New Mexico Since 1988

945 Salazar
Road
Taos, NM 87571

Phone: 575-758-8082
Fax: 575-758-4051
www.TaosCAV.org

COMMUNITY AGAINST VIOLENCE JOB DESCRIPTION

Rev. 09.24

OB TITLE: Child & Family Advocate

REPORTS TO: Advocate Coordinator

HOURS: 40 Hours week (flexibility required: weekday, occasional weekends, overnight as needed.)

SALARY: \$19.50-\$21.50/Hr. + Benefits, Non-Exempt

VACCINATION: Must have two COVID vaccinations as a condition of employment.

CAV is a Drug Free Workplace

SCOPE OF POSITION: Provide trauma-informed crisis intervention, personal and legal advocacy, individual life skills coaching and peer counseling for shelter and non-shelter survivors of domestic violence and sexual assault. Assists in coordination and ensures delivery of Child and Family Program. Is knowledgeable about the stages of child development, ability to guide and direct children who are survivors of domestic abuse and has a working knowledge of domestic violence and its effects on children. Participate in rotating weekly on-call coverage of crisis hotline, which includes nights and weekends, and responding to occasional need of in-person response within 15-30 minutes.

PRIMARY RESPONSIBILITIES:

1. Provide developmentally appropriate advocacy and case management for children of shelter and walk-in clients as requested or needed.
2. Become knowledgeable of children's developmental stages and methods of healthy communication and to assist parents with problem-solving children's behaviors.
3. Assist in maintaining a stimulating, organized and safe environment for children of various ages, which includes coordinating developmentally appropriate activities for children and their parents within the shelter and outside of the shelter.
4. Flexibility in schedule to accommodate evening hours for special events and activities that may be required for the programs of CAV.
5. Work closely with clinical department and shelter staff in assessing and evaluating the needs of the children.
6. Assist in enrolling children in schools/after school, and other activities when needed.
7. Coordinate programing for children of CAV clients through out the year, including special events, birthdays, and other as a
8. Work to ensure safety of clients and their children when participating in CAV programs and report and needed repairs promptly.
9. Provide individual life skills training and referrals to group life skills training.

10. Coordinate with other CAV programs to provide referrals and case management to shelter and walk-in clients and make appropriate out-of-agency referrals to assist clients in obtaining permanent safe housing and reaching their goals as much as possible.
11. Assist clients in working through any problems they may encounter while residing at the CAV shelter and/or obtaining CAV services.
12. Lead weekly house meetings with shelter clients.
13. Provide advocacy for clients and survivors of domestic violence or sexual assault. This includes crisis intervention, personal, and legal advocacy, and follow-up.
14. Assist in the follow-up and close-out of clients not currently receiving services and complete all required documentation promptly.
15. Assist clients in obtaining Protective Orders and in obtaining information regarding criminal cases in the Court.
16. Provide clients with transportation as needed.
17. Answer hotline calls and provide coverage for the crisis hotline during nights and weekends on a rotating weekly basis, including responding to crisis calls in a timely manner.
18. Participate in all staff meetings, client staffing, and in-service training.
19. Become fully knowledgeable of other CAV program components in referrals and case management of clients.
20. Participate in on-going training to continue to grow knowledge base to better serve CAV clients and stakeholders.
21. Participate in community meetings, volunteer training, etc., as appropriate for client services.
22. Engage in situational supervision structure and actively examine how this work impacts you and the people you work with.
23. Participate in at least three agency events each year.
24. Abide by confidentiality required by CAV, and its grantors.
25. Be available and cross-trained in other areas of CAV support service in the office and community as requested by Advocate Coordinator, Client Services Director, and/or Executive Director.
26. Complete required paperwork and documentation for maintaining client and organization files and reports in a timely manner.
27. Other responsibilities as assigned by Advocate Coordinator, Client Services Director, and/or by the Executive Director.

Skills/Experience preferred for this position:

- Ability to work in crisis situations (management & intervention).
- Ability to work in a team setting and provide support and information to peers.
- Bilingual (English Spanish) and Bi-cultural communication skills preferred.
- Ability to maintain and complete, on a timely basis, all required client paperwork.
- Ability to practice, or knowledge and experience in the use of conflict resolution.
- Experience working with multi-cultural population preferred.
- 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 two (2) years relevant experience in a human service-related field. Forty (40) hours provider-specific training at the outset of their jobs on topics essential to collaborating with survivors of domestic violence, children who are survivors/ witnesses of domestic violence and offenders and crisis intervention. Have a minimum of 20 hours continuing education training annually; may include, NMCADV, VOCA, or VAWA and agency training related to target population. Must be 18 years of age or older.

Additional Qualifications Preferred: Spanish and English Bilingual; Previous experience in providing advocacy to survivors of sexual assault or domestic violence or working in a social/human services agency.

Covered (“Non-Exempt”) and Not Covered (“Exempt”). All positions at CAV are classified as “covered” or “not covered” to determine if an employee qualified for overtime under state Wage and Hour laws and the Fair Labor Standards Act (FLSA). Covered, also called “Non-Exempt”, includes all employees who are paid on an hourly basis and whose job responsibilities do not fit under any category of exemption under the FLSA. These employees are entitled to overtime pay as described below. Not covered, also called “Exempt”, employees include certain administrators, executives or professionals who are paid on a salary basis. A salary basis includes the hourly rate the administrator, executive or professional is assigned. The job description identifies CAV’s classification of the position as covered and not covered for qualifications for overtime. If an employee believes CAV’s classification is incorrect, the employee should contact HR for an analysis of their position and functions.

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.