

# Survivor Advocate

## FLSA Classification and Employment Status

Non-Exempt, Full-time

## Reports to

Program Director

## Date

Created Prior To: 10/2018 Last Revised: 10/2021

## Schedule

Varies; may include evening and weekend shifts.

## JOB DESCRIPTION

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### Summary/objective

The Survivor Advocate position is dedicated to providing support, information, advocacy, safety planning and crisis intervention services to victims of domestic violence, dating violence and/or sexual assault and their children who are residing in HLFCC's emergency shelter. The Survivor Advocate is responsible for providing victims with direct services including individual/group support crisis counseling and referrals to outside agencies. The Survivor Advocate assures that the shelter is a safe, welcoming refuge for all survivors.

### Essential functions

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Provide immediate crisis intervention, needs assessment, and safety planning with all survivors who access HLFCC services.
- Provide peer counseling, information and referrals, and advocacy to survivors residing in the emergency shelter.
- Facilitate support groups and house meetings with residents.
- Conduct intakes and shelter exits with survivors utilizing shelter services.
- Accompany and transport residents to and from appointments necessary for accessing community services and assisting with service barriers.
- Assist clients with navigating necessary paperwork including, but not limited to protective orders, Victim Impact Statement, Crime Victim's Compensation application, and Pro-Se divorce and custody forms.
- Assures shelter operates in an orderly manner and is safe and welcoming for all residents.
- Participates in local efforts to improve the community's response to domestic violence and sexual assault.
- Respond to crisis calls during scheduled shift.
- Complete required documentation and enter data into client database in an accurate and timely manner as set forth in HLFCC policies.
- Conduct community outreach as needed.
- Communicate effectively with other members of the HLFCC team in order to ensure the most up-to-date information and appropriate follow-up for clients.
- Collaborate effectively with other HLFCC programs and outside agencies to ensure quality survivor-centered service delivery.
- Participate in training as recommended by supervisor.
- Attend supervision, program, and agency staff meetings as assigned.

### Required Education, Experience and Competencies

- High school diploma or equivalent required



- High school diploma or equivalent degree AND one year experience working with family violence and/or sexual assault survivors, **OR** Any equivalent combination of training and experience working with marginalized populations which provides the required knowledge, skills and abilities preferred.
- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Ability to provide culturally competent services and work with diverse staff and clientele in an empathetic and non-judgmental manner.
- Ability to remain calm and problem solve in stressful situations
- Ability to work independently
- Strong organizational and written communication skills.
- Valid Texas driver's license access to reliable transportation.
- Familiarity with community-based services in Burnet, Blanco, Llano and Lampasas counties.

**Supervisory responsibilities**

Not applicable

**Additional eligibility requirements**

- Must pass background check, including fingerprinting clearance
- Ability to work in the United States

**Affirmative Action/EEO statement**

Highland Lakes Family Crisis Center is proud to be an equal opportunity employer. We do not discriminate with regard to race, color, religion or belief, national, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status.

**Other duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

Executive Director \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_