



CENTRO LA FAMILIA
ADVOCACY SERVICES
FAMILY SUPPORT CENTER

JOB DESCRIPTION

This Project is funded by California Offices of Emergency Services

TITLE: Victim Advocate

Qualifications:

Minimum education: BA in counseling, social services, human services or any other related degree.

Minimum experience: Two years experience in a community based human service agency as eligibility worker, advocate/paralegal or other related work experience.

Essential Job Functions:

- Bilingual/Bicultural (Spanish/English).
- Under supervision of the department manager, is responsible for the delivery of domestic violence services to agency clients.
- Ability to work with potential clients who are seeking assistance in crisis in the areas of domestic violence.
- Ability to listen well, understand and analyze the clients issues.
- Assess client's needs, develops a safety plan of action, maintains and follows up on all contacts to ensure problem resolution.
- Maintains accurate client records, with sufficient documentation to comply with the requirements of funding source and to meet professional standard of care.
- Ability to learn and prepare temporary restraining orders.
- Knowledge of eligibility requirements for U-Visa, VAWA, naturalization, citizenship, and other immigration issues (or ability to learn process).
- Ability to interpret rules and regulations on various immigration topics.
- Identifies available community resources and refers clients as necessary, ensures that the referred services were suitable to client.
- Able to develop and maintain working relationship with employees of the Department of Social Services, Department of Behavioral Health, Department of Public Health, law enforcement, USCIS, Consulate of Mexico in Fresno, medical practitioners, courts, community organizations, food banks, emergency shelters and others as identified.
- Ability to demonstrate and exercise sensitivity to the issues of victims of domestic violence; sensitive to victims who speak another language other than English.
- Participate in ongoing training and case review activities.
- Good report writing, recordkeeping, documentation skills, case management.
- Arranges and conducts educational outreach to the community on available resources which assist with concerns, issues, and needs of domestic violence victims.

Other Requirements:

- Must be able to work well with others and operate effectively as a team member
- Broad knowledge of community resources
- Good telephone etiquette
- Able to work a flexible schedule
- Transportation and valid driver's license/car insurance
- Department of Justice- finger printing clearance
- Mandated child abuse reporter
- References upon request

Reports to:

Victim Services Department Manager

Submit Resume to:

Mario Gonzalez at mgonzalez@centrolafamilia.org