

POSITION: Bi-Lingual (Spanish or Portuguese speaking) Counselor/Advocate, South Central Region

Status: Non-Exempt

DEPARTMENT: Community Based Services/Counseling

Hours: 35 hrs/week

REPORTS TO: VP of Clinical Services/Manager of Community Based Advocacy

SCOPE OF WORK:

Provide immediate and ongoing advocacy and counseling services to victims of domestic and sexual violence who reside in New Hope's South Central region, **including South Central shelter**. Work collaboratively with other New Hope staff and community providers to ensure comprehensive support and safety options to victims and their families. **It is expected that the Community-Based Counselor/Advocate's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment, and professionalism.**

PRIMARY DUTIES:

- Provide community based and shelter victims of domestic and sexual violence with counseling, crisis intervention, safety planning, case management and linkages to internal and external resources
- Assess clinical needs including referrals for psychiatric, substance abuse, or other related evaluation.
- Work with police departments, community providers and other entities to identify and support victims
- Assist victims who call or appear in person with immediate support around their safety
- Facilitate support groups for community based victims
- Work collaboratively with other New Hope staff to provide comprehensive support that engages the continuum of New Hope's services, including assistance with translation as needed.
- Support hotline staff by being available to work with callers from that geographic area that identify needing immediate services around their safety
- Collaborate with housing stabilization program and other resources at New Hope and in community for clients seeking relocation
- Outreach to and promote New Hope services to Spanish speakers in South Central region
- Provide outreach to community based services in SC region and represent New Hope at community based meetings/events to increase visibility of services and establish connections with community providers.
- Keep up to date information about community resources to provide immediate and effective referrals
- Provide education for victims: dynamics of abuse, 209A rights and options, external systems
- Perform other various tasks as requested by supervisor and/or Senior Management

GENERAL DUTIES:

- Maintain up-to-date case notes relative to all client and collateral contacts.
- Collect client/support group participant fees and maintain records of payment, if appropriate.
- Complete statistical forms documenting service delivery.
- Will attend quarterly All-agency meetings
- Will attend regular supervision meetings
- Will conduct him/herself according to the agency's stated policies and procedures
- Will comply with agency's confidentiality policy.

SKILLS AND ABILITIES:

- Commitment to justice and dignity for victims of domestic and sexual violence
- Ability to communicate effectively and with sensitivity
- Strong interpersonal skills
- Self-motivated, self-reliant, and dependable
- Demonstrates maturity, self-awareness and initiative
- Flexibility of time/scheduling
- Valid driver's license, dependable transportation, willingness to travel

EDUCATION & EXPERIENCE:

- Master's degree in Social Work/Counseling required.

- Bilingual Spanish/English and/or Portuguese/English required.
- Prior experience working with survivors of domestic and/or sexual violence
- Bilingual Spanish/English

ACKNOWLEDGEMENT

I have read, understand and agree to the above functional job description. I understand the essential functions, qualifications, education, experience, and physical demands of the position and acknowledge that I am capable of performing all of the essential functions of this position without reasonable accommodation. If an accommodation is required, I will discuss it with the Human Resource Generalist during my initial hiring paperwork appointment. I understand that the job description content as presented is a matter of information and should not be construed as a contract between New Hope and any employee. New Hope reserves the right to change any part of this job description as circumstances require.

Signature _____ Date _____