

AWAIC

Abused Women's Aid In Crisis, Inc.

Position Description

Title: Direct Service Advocate **Specialty Areas:** Women's Program
Children's Program

Supervised by: Women's Program–Shelter Services Manager
Children's Program-Shelter Services Manager

Salary: Non-Exempt, Full or Part-time

Position Summary:

The Direct Service Advocate (DSA) is a full or part-time, non-exempt position assists with screening, intake, assessment, crisis intervention and safety planning for victim of domestic violence, sexual assault and stalking (DV/SA/ST). The DSA coordinates community resources and performs duties in coordination with a Case Manager.

Qualifications/Education:

- Bachelor degree in social work, psychology, justice or related field of human services from an accredited institution is preferred. (May substitute years of direct experience in domestic violence or other related field for years of higher education.)
- Minimum of one year of direct experience in the field of domestic violence, crisis intervention, trauma, criminal justice, sexual assault, stalking and/or advocacy.
- Excellent written and verbal communications required, including basic computer skills utilizing AWAIC, Inc., systems and programs.
- Ability to prioritize, multi-task, and be flexible in a fast paced teamwork environment with integrity, compassion, and the skill to handle sensitive issues in a confidential manner.
- AWAIC, Inc. staff is required to have reliable transportation, a valid Alaska driver's license, the ability to lift up to 40 lbs, bend, kneel, climb ladders and assist as necessary in cleaning and sanitizing the shelter. Staff will participate in a biennial background check by the approved authority. All history of convictions will be reviewed by the Human Resources Manager and Executive Director which may exclude an individual from employment.

Essential Functions Include And Are Not Limited To:

- **General Agency Performance Indicators**
 - All agency personnel are required to meet and maintain sufficient competence in the following areas: training/certifications; agency equipment; emergency preparedness; meeting deadlines; decision-making; documentation/reporting; initiative; dependability; communication; crisis skills; conflict resolution; professionalism; confidentiality, safety/sanitation; boundaries; and mission.
- **Program Implementation**
 - Adhere to all AWAIC, Inc. Policies and Procedures and remain current on updates and changes.

- Maintain accurate participant records including statistical information and summary of contacts according to AWAIC, Inc., Confidentiality Policy, AWAIC, Inc., Program Policies and Procedures, and grant requirements.
- Complete all statistical tracking within established timelines.
- Facilitate education and support groups for participants and children.
- **Direct Services**
 - Provide consistent, exceptional service to all AWAIC, Inc. program participants.
 - Provide crisis intervention, individual support, and information, about internal and external resources to victim/s of DV/SA/ST.
 - Provide short term follow up advocacy and support to participant/s in coordination with the Case Manager.
 - Increase victims' safety and individual safety planning.
 - Educate program participants about the civil and criminal justice system including form/s completion and support/coordinate with the Anchorage Police Department (APD), the Municipality of Anchorage Department of Law (MOA/LAW), the Violent Crimes Compensation Board (VCCB) and other related agencies as needed.
 - Advocate on behalf of program participants with community agencies to establish rapport and cooperation.
 - Develop and maintain a trusting, empowering relationship with the program participant that supports the program participant's goal plan.
 - Be proactive and a leader in situations that require effective de-escalation of crisis situations.
- **Training/Outreach**
 - Conduct presentations and training to community organizations regarding AWAIC, Inc. services, DV/SA/ST as directed by the Program Services Manager.
 - Represent AWAIC, Inc., at various community meetings as directed.
 - Attend and contribute in all required staff meetings and actively participate in the training of new staff, volunteers, and interns. Provide supervisory support to volunteers and interns as directed.
- **Other**
 - Remain current on all Federal and Alaska State laws affecting victims of DV/SA/ST, including but not limited to: confidentiality, child custody, divorce, Immigration/Naturalization, civil protective orders, and basic criminal procedure.
 - Remain updated on current information in the field of DV/SA/ST through research, workshops and training opportunities.
 - Adhere to and take a leadership role in AWAIC, Inc.'s model of ethical communication to include addressing conflict and establishing boundaries.
 - Consistent and dependable attendance.
 - Other duties may be assigned as needed.

Duties relevant to specific programs:

- **Women's Program:**
 - Develop, maintain, and facilitate educational and support group curriculum for AWAIC, Inc. education and support groups.

- o Develop, maintain, and facilitate psycho educational group curriculum for parenting groups.
 - o Assist in maintaining current documentation for participant files and referral programs, assist in the timely completion of participant intakes, and take an active role in the support of the participant's case plan and case team.
 - o Evaluate women's specific needs and provide recommendations for case plan.
- **Children's Program:**
 - o Develop, maintain, and facilitate psycho educational group curriculum for child victims of domestic violence.
 - o Develop, maintain, and facilitate psycho educational group curriculum parenting groups.
 - o Evaluate child specific needs and provide recommendations for case plan.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential function of this position.

****For AWAIC, Inc., organization structure and reporting relationships of this position, attach current AWAIC, Inc., Organization Chart.***

CERTIFICATION OF EMPLOYEE: I certify that the foregoing information describes my job as I understand it.

Employee's Signature

Date

AWAIC Inc., Revised: Direct Service Advocate 08/21/2009