



Position Title: Bilingual Domestic Violence Advocate

Reports to: Director of Victim Services

Job Summary: *The goal of the Bilingual Domestic Violence Advocate is to provide mobile case management, support, advocacy, and assistance to adult victims of domestic violence throughout the healing process.* This advocate will work with clients in the community to provide referrals, assistance, and accountability. The DV Advocate will primarily work at home and on the road, but will maintain part-time hours in office, as determined by the supervisor. This position requires the individual to be flexible, mobile, and agile to meet the needs of the client. A high degree of emotional intelligence is needed for this role.

Case Management and Advocacy

- Provide immediate crisis intervention via telephone and/or in person with the victim.
- Ensure that victims know and understand their rights as victims.
- Work with victims to identify immediate needs and make referrals for services based of the individual goals of the client.
- Complete a needs assessment with the client.
- Inform and assist victims to apply for victim compensation.
- Provide follow up through phone calls, virtual meetings, and/or in-person meetings.
- Maintain a thorough knowledge of the resources in the community and share with clients
- Participate in Domestic Violence Coordinating Council (DVCC) meetings.
- Maintain client records and prepare program reports.
- Other duties as assigned.

RECORD KEEPING

- Complete weekly, monthly, and semi-annual reports as directed
- Update client database daily (case notes, activities, referrals).
- Oversee completion of various questionnaires to be able to measures outcomes

- Document pertinent information in client files which would include, goal plans, advocacy letters and benefits applications.
- Ensure completion of all financial assistance forms.
- Perform other duties as assigned.

MEETINGS

- Attend staff meetings
- Attend trainings
- Participate in community meetings as directed

TECHNOLOGY REQUIREMENTS

- Must be knowledgeable in Office365 Suite and basic computer functions
- Must be able to work efficiently in our client database, Apricot
- Must adapt quickly to evolving technology needs and requirements to maintain client records and complete basic job functions

Qualifications:

- Fluency speaking and writing in English and Spanish
- Bachelor's degree in Human Services, or equivalent work experience.
- A minimum of three years of human services experience
- Ability to work with a team and independently – **must be self-directed.**
- **Excellent emotional intelligence and communication skills!**
- Must possess excellent organizational skills.
- Must knowledgeable in Office365 Suite and basic computer functions.
- Must adapt quickly to evolving technology needs to maintain records and complete basic job functions.
- Ability to **maintain confidentiality and personal boundaries.**
- Valid South Carolina driver's license, clean driving record and willingness to travel.
- Must pass background checks.
- Must become a Certified SC Victim Service Provider within one year of employment.