

RURAL HUMAN SERVICES JOB DESCRIPTION

Revision Date 06/11/18

JOB TITLE: HH CLIENT ADVOCATE		DEPARTMENT: Harrington House
LOCATION: HARRINGTON HOUSE	☐ part-time: ☐ full-time	DATE APPROVED:
REPORTS TO: HH Shelter Manger		
SHIFT: Days and Times may vary		
GENERAL DESCRIPTION ("WHAT THE JOB IS CREATED TO DO") The Client Advocate is responsible for responding to and assessing domestic violence victim's needs. They take the appropriate actions necessary according to the Harrington House procedures and work with the resources available in and outside of our community. They are required to participate in cross training with staff and oversight to volunteers. Creating, recording and maintaining records is a daily activity and attention to detail and grammar is required. The Client Advocate also provides housing support, in room preparation, cleaning, and other house activities as needed.		
ESSENTIAL DUTIES (What do you have to be able to do to achieve the desired results of your job?) Consider how will the performance of the job be measured in listing the duties?		
1. Perform routine procedures such as; client assessments, intakes, referrals, client needs and exit interview and discharge. 2. Provide access to emergency services, crisis intervention and peer counseling. 3. Maintain confidentiality of client information at all times. 4. Learn pertinent criminal/civil codes and applicable legal processes. 5. Ability to multi-task while gathering necessary information for statistical reporting. 6. Household chores including but not limited to; laundry, room cleaning, dishes, bathroom cleaning, event preparation and clean up required to keep house running smoothly. 7. Participate and maintain inventory process for direct client service items. 8. Transport clients when needed in agency vehicle. 9. Attend additional trainings and monthly in-service meetings as required. 10. Participate in other tasks essential to residential and business center program maintenance and development, as assigned. 11. Ability to frequently walk, stand, reach with hands and arms, climb or balance, stoop, kneel and occasionally lift and/or move up to 25 lbs. 12. Other duties as assigned		
QUALIFICATIONS		
1. 40-hour Domestic Violence Training, completion certificate or ability to obtain this training. 2. Knowledge of English grammar, usage, and spelling and excellent writing, grammar, spelling, and punctuation skills. 3. Submit to and pass a pre-employment background check, drug screen, and DMV record review (if driving for the agency). 4. CPR/First Aid Certified and Serve Safe Certification. 5. Valid California driver's license (if driving for the agency). 6. High School Diploma, GED, some college preferred. An Associate Degree, or equivalent job experience, with an emphasis on behavioral science is a plus. 7. Knowledge and strong experience with computer programs; Microsoft Word, Outlook, and Excel. 8. Ability and willingness to participate in additional training for skill improvement. 9. Ability to use time efficiently to meet agency needs. 10. Ability and willingness to communicate and work effectively with supervision and staff as a team member, as well as independently. 11. Ability to respond reliably, professionally and consistently under pressure. 12. Commitment to providing options which empower victims of domestic violence. 13. Ability to establish and maintain communication, client confidentiality and cooperative relationships with clients and staff. 14. Ability to follow written and verbal directions and comprehend simple instructions. 15. Ability to identify and prioritize objectives and coordinate activities.		

Signature: _____

Date: _____