

JOB DESCRIPTION

Job Title: Advocate
Program: Domestic Violence
Reports To: DV Program Manager, Operations
FLSA Status: Non-Exempt
Approved: May 13, 2021

Freedom House, a domestic and sexual violence agency with offices in Princeton and Kewanee, is searching for a full-time advocate. Full-time consists of 40 hours a week with days and shifts subject to change. This key position is responsible for delivering direct services and initial/ongoing advocacy-based case management to domestic violence victims and their children. The Advocate is primarily responsible for answering hotline calls, aiding residential and non-residential clients, and completing clerical duties. This position is often the first point of contact with Freedom House that stakeholders and clients will encounter. As such, it requires excellent communication skills, attention to detail, sound judgment, and the ability to multitask in crisis intervention situations. **Free 60-hour domestic and sexual violence training on site.**

Essential Responsibilities

This includes, but is not limited to:

- Providing case management to shelter clients, as well as non-residential clients to assist development and implementation of a service plan, including but not limited to, seeking housing, education, employment, and childcare.
- Providing initial contact for clients and members of the public. The Advocate is responsible for handling the flow of individuals (clients, staff, stakeholders, etc.) and telephone callers that initiate contact with Freedom House. The position is responsible for greeting and assessing the initial contact and making appropriate referrals for service.
- Maintaining safety and security of the facility. Working with staff, clients, and emergency personnel to provide cooperative response to situations for fire, police, and weather emergencies.
- Knowledge of community resources for client/caller request for resources and referrals
- Providing Domestic Violence Education
- Crisis intervention
- Shelter and inventory upkeep
- Documenting direct client services in case files while maintaining and managing confidential client files according to internal and external requirements.
- Maintaining ethical boundaries with clients

Preserving Freedom House's Mission

- Serving as a public representative of the organization to build awareness of and commitment to Freedom House's mission and work.
- Actively reinforcing organizational culture and agreements; maintain good relations with staff members and abide by all agency confidentiality policies.

Other Responsibilities

- Schedule flexibility (1st, 2nd, and 3rd shifts)
- Mandatory on-call rotation
- Holiday coverage
- Collaboration with outside agencies, which may include public education presentations
- Supports and follows agency policies and procedures; complies with confidentiality policies
- Attend regularly scheduled meetings
- Serve as a Mandated Reporter
- Other duties as assigned

Freedom House – Advocate

Supervisory

- There are no supervisory responsibilities currently associated with this function unless otherwise assigned by Program Manager.

Qualifications/Skills/Knowledge Requirements

- Associates Degree (preferred) in social/human services or at least three years' experience in a similar position
- Demonstrated skills with crisis situations
- Excellent written and verbal communication skills
- Demonstrated proficiency with computer software applicants utilized by the agency, including Microsoft Office Suite
- Strong leadership qualities and experience
- Ability to represent the agency professionally and effectively in a variety of settings
- Experience, ability, and willingness to communicate and work well with survivors from a variety of racial, cultural, and economic backgrounds and with various religious beliefs, life styles, sexual orientations, age variances and differing abilities
- After hiring, successful completion of 60 hour combined Domestic Violence/Sexual Assault training
- Possession of a valid Illinois Driver's License and proof of insurance
- Ability to comply and pass a background check including drug testing
- Flexibility with work schedule as this may vary to client and/or agency needs

Application process

Email your resume (MSWord or PDF attachments) to akillian@freedomhouseillinois.com

Freedom House does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, marital status, military status of sexual orientation, or any other characteristic protected by law. Freedom House will make reasonable accommodations for qualified individuals with known disabilities unrelated to the ability to perform one's job, unless doing so would result in an undue hardship to the organization. Employment with Freedom House is employment-at-will, meaning it is voluntarily entered into, and may be terminated at any time, without or with cause, by the employee or by Freedom House. Posting this does create a commitment on Freedom House to fill the position.