



POSITION DESCRIPTION

The HAVEN Client Service Advocate is responsible for providing direct services to support our clients throughout HAVEN's service area of Rockingham & Strafford Counties.

RESPONSIBILITIES

CLIENT SERVICES:

- Answer the agency's 24-hour crisis line and provide direct services to walk-in clients during office hours.
- Provide clients appropriate resources and referrals to other agencies.
- Accompany clients at hospitals, legal settings, child advocacy centers and police stations, during office hours
- Coordinate follow-up services
- Provide staff backup for night and weekend coverage on a rotating basis with other staff.
- Participate in office closure or holiday direct coverage shifts on a rotating basis as needed.

OTHER

- Maintain communication and coordination with other HAVEN sites.
- Supervise and evaluate AVAPs and interns as needed.
- Assist in special projects and assignments as required for the growth and operations of the agency.
- Attend staff meetings, trainings and professional development as assigned by the Manager of Client Services.
- Participate in weekly supervision meetings and client services team meetings.
- Participate in the outreach efforts of the agency.
- Maintain a work environment that is inclusive, respectful and welcoming.

QUALIFICATIONS:

Valid driver's license, automobile insurance, and ability to travel throughout Rockingham and Strafford County required.

EDUCATION: Bachelor's Degree or three years of relevant experience required. Crisis center advocacy experience preferred. Must complete 30-hour advocate training prior to provision of direct services.

SKILLS: Strong written and verbal communication skills. Ability to maintain agency required confidentiality and deal appropriately with sensitive matters. Highly organized with attention to detail. Crisis intervention and advocacy skills preferred.

KNOWLEDGE: Understanding of issues relating to sexual and domestic violence. Knowledge of local community resources. Experience in operating computers utilizing Excel, Microsoft Outlook.

TRAITS: Flexible schedule, compassionate, dedicated, able to maintain healthy boundaries, passionate about the issue of sexual and domestic violence, professional, culturally sensitive and team player.

Physical and psychological demands:

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Must be physically and mentally capable of performing multiple tasks (such as phone calls, computer work, attending meetings) under stressful situations and able to consistently function well in a fast paced environment.
- Must be capable of using a visual display terminal with keyboard, repetitively use his/her wrist, elbow and shoulder.

STATUS OF POSITION

40 HOURS PER WEEK

NON-EXEMPT Hourly – Benefits Eligible

REPORTS to Manager of Client Services

To apply email resume and cover letter to Client Service Program Director Julie Wiggin, julie@havennh.org