

**HAVEN**  
**Direct Service Community Advocate**

**POSITION DESCRIPTION**

The Direct Services Community Advocate provides support to survivors of Domestic Violence, Sexual Assault and Stalking through our 24-hour hotline and various in-person accompaniments. This position will primarily operate remotely with some in-person advocacy as needed.

**ACTIVITIES**

*Provision of Client Services:*

- Provide direct service support to community clients.
- Answer the agency crisis line and provide direct service to callers.
- Accompany clients to hospitals and police stations after hours.
- Conduct emergency shelter intakes for service users who need immediate shelter.
- Complete intake assessments for new residents and their families.

*Program Coordination:*

- Maintain clear and accurate records of contact/shelter logs, resident files, and incident reports.
- Assists with projects and program development specific to shelter and housing programs.
- Collaborate with other staff members and assist with trainings as necessary.

**QUALIFICATIONS:**

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

EDUCATION: Associate Degree or degree in progress and/or related experience required. Shelter experience preferred.

SKILLS: Strong communication skills, good organization skills, ability to exercise good judgment and possess critical thinking skills, ability to network with other community agencies, able to handle difficult situations, crisis intervention and advocacy skills. Must complete 30-hour advocacy training prior to the provision of direct services.

KNOWLEDGE: Understanding and sensitivity of the dynamics and effects of domestic abuse and sexual assault. Knowledge of local community resources.

TRAITS: Ability to work independently, team player, compassionate, dedicated, maintain healthy boundaries, professional, be culturally sensitive and passionate about the issue of sexual and domestic violence.

**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 – Three weekdays 2-10pm and weekends 8-4pm

NON-EXEMPT: Hourly, Benefits Eligible

REPORTS TO: Manager of Client Services