

Position Title: Client Advocate

Who We Are: CORA (Community Overcoming Relationship Abuse) is the only agency in San Mateo County providing crisis intervention and supportive services to survivors of domestic violence and their children. We provide legal assistance, education and outreach, community-based advocacy, individual and group counseling, a 24-hour hotline, emergency response through our collaboration with law enforcement, two emergency shelters and supportive housing to survivors of intimate partner violence/abuse.

Position Summary: The **Client Advocate** provides crisis intervention, needs assessment and supportive counseling to emergency safe house residents, callers on the domestic violence hotline, as well as provides emergency telephonic response to referrals from local law enforcement. The **Client Advocate** is responsible for providing a safe and healthy environment and welcoming atmosphere for residents. Services provided are voluntary and include safety planning, peer counseling, case management, information and referral, and group facilitation. All services are provided within the context of a trauma-informed approach. This position involves responsibilities at multiple sites throughout San Mateo County.

Primary Responsibilities:

- Schedule, screen, and perform intake and assessments for new residents entering both safe house sites.
- Respond to callers on the 24-hr hotline and Emergency Response Program during evenings, weekends, and holidays.
- Provide immediate crisis response, needs assessment, and conduct safety planning with all callers and/or residents.
- Facilitate access to emergency resources that aid in increasing immediate safety.
- Provide crisis intervention, conflict resolution support, and de-escalation intervention for residents on-site.
- Provide supportive counseling, education, and information regarding appropriate internal and external referrals to callers and/or shelter residents.
- Provide targeted case management and advocacy support to a caseload of residents and/or families.
- Develop individualized short-term service plan goals with safe house residents.
- Facilitate resident activities, support groups, weekly community meetings, and other educational workshops.
- Monitor and enforce residential guidelines to maintain the confidentiality, safety, and security of the site.
- Provide accompaniment, mobile advocacy and/or transportation to client appointments, as needed.
- Complete required documentation and enter data into client database in an accurate and timely manner.
- Maintain up to date client files, records, and reports, in accordance with program standards.
- Communicate effectively with other members of the Crisis Intervention Services team in order to ensure the most up-to-date information and appropriate follow-up for clients.
- Support interdepartmental communication and monitor and manage program waitlist.
- Assist in compiling program statistics, maintenance of filing systems, and development/implementation of new protocols and procedures.
- Knowledge of safety and emergency procedures as outlined in agency emergency procedures and/or program-specific protocol.
- Maintain safety and cleanliness of the site, including room turnover, general housekeeping duties, and office cleanliness and report any facility/ maintenance issues to the Residential Assistant or facilities team.
- Train, supervise, and schedule volunteers to support service delivery.

- Collaborate effectively with other departments and outside agencies to ensure successful service delivery and conduct community outreach, as needed, to optimize referral relationships with partner agencies.
- Participate in training as recommended by supervisor.
- Attend supervision, departmental, and agency staff meetings as assigned.
- Respond cooperatively and flexibly to changes in shift schedule and/or need for additional coverage.
- Other duties as assigned by supervisor.

Required Skills:

- BA degree in social work, psychology, counseling, or related field; or an equivalent combination of education and experience in the provision of social services.
- **Bilingual English/Spanish required.**
- Experience working with survivors of domestic violence preferred, including completion of 40-hour domestic violence training. *Candidates who have not completed the training will be required to do so.*
- Must be available to work a flexible schedule, which will include evening hours Monday through Friday, and some weekends and holidays
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Familiarity with community-based services in San Mateo County
- Ability to integrate feedback and utilize supervision.
- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Valid CA driver's license, access to reliable transportation, and insurance preferred.
- Background check, including fingerprinting clearance from the Department of Justice; Demonstrate eligibility to work in the United States.
- Familiarity with community-based services in San Mateo County preferred.
- Valid CA driver's license, access to reliable transportation, and insurance required. Willingness to travel to multiple sites within San Mateo County.
- Background check, including fingerprinting clearance from the Department of Justice; Demonstrate eligibility to work in the United States.

Reports to: Emergency Shelter Manager

COMPENSATION: This is a regular, full-time, non-exempt position. Starting rate of \$21.07 per hour based on a 37.5 hour workweek; non-negotiable. CORA offers excellent health benefits (medical, dental, vision, chiropractic), generous time-off policies (including 3 weeks of vacation in 1st year), LT disability, life insurance, and a matching retirement plan.

To Apply: Please email resume and cover letter to: jobs@corasupport.org.

CORA History and Overview

CORA has provided services to survivors of intimate partner abuse for nearly 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, emergency shelter options, and supportive counseling. Family Support Services provides mental health therapy, supportive/transitional housing, and a children's program. CORA has robust legal services for survivors of domestic violence and provides educational workshops about the dynamics of domestic violence and healthy relationship skills.

CORA is strengths-based, collaborative, accessible, and client-centered. CORA believes that everyone deserves to be treated with respect in their intimate relationships. We provide safety, support and healing to individuals who experience abuse in an intimate relationship and educate the community to break the cycle of domestic violence. Regardless of a survivor's race, class, gender, sexual orientation, or culture, we save lives and provide an opportunity to begin again.

CORA inspires work of the highest caliber by fostering staff engagement through transparency and inclusion in agency decisions wherever possible. We strive to ensure our policies and communications reflect an appreciation of the impact of social inequities, historical and current, and actively promote healthy relationships amongst staff by demonstrating mutual respect in all our communications.

Websites: www.corasupport.org and www.teenrelationships.org

CORA is proud to be an equal opportunity employer. We seek diversity with respect to race, color, age, sex, (including breastfeeding and medical conditions related to breastfeeding), religion (including religious dress or grooming practices), national origin, mental or physical disability, genetic characteristics and information, ancestry, marital status, family status, political belief, sexual orientation, gender (including gender identity and expression), medical condition, military, or veteran status or any other category or status protected by Federal, State or other applicable laws.

All applicants are welcome. Individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply. The position will remain open until filled.

No phone calls please.