



POSITION DESCRIPTION

RESIDENTIAL COURT & FAMILY ADVOCATE

Position: Residential Court & Family Advocate
Department/Location: Esperanza Shelter
Supervisor: Residential Services Operations Manager
FLSA Status: Non-Exempt
Salary Range: \$16-\$18/hour

POSITION SUMMARY

This position is a combination of Court Advocate duties and Family Advocate duties. The position is stationed at our emergency shelter and prioritizes providing legal advocacy services to all shelter residents. If there are no court advocacy duties to perform the secondary responsibility for this position is to provide general family advocacy. This position reports Monday-Friday from 8 am – 5 pm and requires travel to both First Judicial Court and the Magistrate Court. The position is a federal Victim of Crimes Act (VOCA) grant funded position through the New Mexico Crime Victims Reparation Commission (NMCVRC). Spanish fluency is highly preferred.

COURT ADVOCATE RESPONSIBILITIES

- Provide quality services to victims of domestic violence, including but not limited to, civil/criminal advocacy and safety planning.
- Provide support, education and assist in completing the paperwork and filing for victims seeking Orders of Protection, Divorce, Child Custody and Child Support; as well as recovering important documents e.g. social security cards, birth certificates, divorce papers, child custody papers, health insurance cards, passports and citizenship/residency documents.
- Prepare and accompany clients to court proceedings.
- Coordinate with the Clerk's Office, Self Help staff and Family Court to provide information to clients regarding dispositions, future hearing dates and status of their cases.
- Assist participants in explaining and filling out NMCVRC compensation applications.
- Monitor resident's progress on legal advocacy goals.
- Responsible for the preparation of quarterly reports as per VOCA grant funded guidelines.
- Work closely with the Lead Court Advocate to staff cases and coordinate coverage.

FAMILY ADVOCATE RESPONSIBILITIES

Shelter Operation Duties:

- Maintain security of shelter property by monitoring entry and exit of all persons, complete house security checks, monitor security cameras and call law enforcement when necessary.
- To take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all residents in conjunction with on-call staff.
- Read and write shift communication logs, as well as, participate in daily client staffing.
- Monitor resident chores and if necessary perform routine chores and cleaning tasks with clients.
- Maintain cleanliness of shelter offices, client rooms and entire internal facility. Cleaning may include but is not limited to; sweeping and mopping floors, laundry and emptying office trash.
- Submit work maintenance orders as needed. Maintain organized supply closet, stock and reorder supplies.
- Assist with the daily living needs of shelter residents, including access to phone, computer, cleaning supplies, community food, clothes and personal care items.

Advocacy Duties

- Answer crisis calls and determine eligibility/space availability, determine special needs (e.g. children, service dogs, disabilities), look up and/or add client to database, safety plan, arrange transport or referral to other shelter. If needed provide DV 101 education, referral and support.
- Complete intake interview, make needed referrals and obtain ROIs (release of information).
- Maintain client records by writing daily progress notes.
- Conduct client discharge interviews by reviewing discharge plans, coordinating discharge and post-discharge requirements, safety planning, administering exit survey and providing resource referrals.
- Conduct intakes with new residents and assign room, linens, locker, pantry/refrigerator space, as well as provide a tour of the facility with an explanation of routines.
- Conduct ongoing as needed interventions, safety planning, counseling, advocacy, parenting support, information, and referrals.
- Model and actively promote positive, nurturing interactions between residents in shelter. Facilitate cooperative living, peer support, and residents' participation in shelter programming.
- Communicates shelter guidelines to residents as outlined in the shelter handbook. Promptly address difficulties or problems that arise in conjunction with the shelter Managers and other Advocates.
- Model non-violent conflict resolution and use non-violent forms of guidance. Write Corrective Action Plans within 24 hours of occurrence and submit to Managers for review.
- Prepare Incident Reports within 24 hours and submit to Managers for review.
- Clean/sanitize rooms after clients exit. Assist with packing client belongings as needed and ensure Esperanza property was logged and all accounted for on survey log sheet.

General Duties

- Maintain professional boundaries, confidentiality of shelter location and residents at all times.
- Maintain client files, agency files, statistics, forms, and other record keeping as required. All paperwork should be completed by the end of each shift.
- Adhere to strict Health Insurance Portability & Accountability Act (HIPAA) and Violence Against Women Act (VAWA) standards of confidentiality.
- Adhere to all agency policies and procedures.
- Report child or elder abuse to #SAFE (#7233).
- Use the interpreter language line when necessary.
- Participate in educational opportunities; read professional publications; maintain personal networks; participate in professional organizations.
- Other duties as assigned.

COMPETENCIES

- Knowledge of the traumatic impact of relationship violence, child abuse, stalking, sexual assault and human trafficking.
- Knowledge and skill to provide accessible, culturally responsive and trauma-informed care.
- Knowledgeable of the ways in which working with people who have experienced trauma, domestic violence and sexual assault can impact employees through secondary trauma.
- Proactively work to build resilience to the effects of secondary trauma/compassion fatigue by seeking supervision when common signs are present.
- As an employee you are expected to engage in reflective supervision and actively examine how this work impacts you and how you impact both residents and co-workers.
- Knowledge of the New Mexico Family Violence Protection Act.
- Knowledge and experience in filing Orders of Protection and other legal documents.
- Ability to serve as a liaison between victim services and the legal system.

- Ability to handle stressful, crisis situations with non-violent communication and techniques.
- Proven written and verbal communication skills.
- Ability to utilize sound judgment, problem solving skills and attention to detail.
- Ability to work in a team environment promoting mutual respect for staff and clients.
- Ability to comport oneself ethically and respectfully as a representative of Esperanza Shelter.
- Knowledge of counseling and advocacy techniques for people who have been victims of domestic violence, including crisis intervention and case management skills.
- Knowledge in human services, community agencies or other related nonprofit or social change organizations.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Criminal Justice, Psychology, Social Work or related field.
- Four years' related experience working in legal, social work or non-profit setting.
- Bilingual (English/Spanish) preferred.
- Must already possess or be willing to participate in required 40 hours of Domestic Violence Advocate Training through either the New Mexico Coalition Against Domestic Violence or the Coalition to Stop Violence Against Native Women.
- Trauma and crisis management experience preferred.
- Must pass a CYFD background check, fingerprinting and TB and drug testing.
- Must possess a valid NM driver's License, pass our insurance company driving background check and transport clients in company vehicles.
- Must obtain and maintain CPR/First Aid Certification.
- Proficient in MS Office Suite and general computer skills.
- Competency in Osnum electronic health record database preferred.
- Knowledge and ability to lift and carry small children properly and safely.
- Ability to lift up to 50 lbs.

Send a resume and cover letter to jobs@esperanzashelter.org

Visit our website www.esperanzashelter.org for more information about our services.

Esperanza Shelter Inc. is an Equal Opportunity Employer.



Esperanza Shelter (www.esperanzashelter.org) has served Santa Fe County, The Eight Northern Pueblos and three Pueblos south of the City for over forty years. Esperanza opened its doors at a time when the concept of helping a woman leave an abusive situation was unique and contrary to domestic and religious cultural norms. The majority of the survivors that rely on Esperanza's services are still women and children, although some victims of abuse are men. Domestic abuse does not discriminate. Violence and other forms of abuse exist in intimate partner relationships across all socio-economic boundaries and within our LGBTQ community.

Today, Esperanza continues to provide secure shelter as well as prevention education, community outreach, advocacy, counseling, therapy, life skills and group support both in shelter and in nonresidential programs. Our court ordered Path to Peace program is also an important component of services. More than 90% of our participants who use violence either witnessed or experienced abuse as children. Through individual and group counseling, Esperanza helps these participants to stop the behaviors of power, coercion and control.

AGENCY VALUES

Respect – We respect colleagues and participants through words and actions. We handle conflict directly through respectful dialog.

Compassion/Empathy – We approach each other with kindness, compassion, empathy and curiosity even if we do not understand another's actions or words.

Collaboration/Teamwork – We collaborate and think about how our actions may affect the team. When possible, we approach projects as a team and make space for all voices to inform decision-making.

Accessible, Culturally Responsive and Trauma-Informed – We commit to creating environments, policies, program services, staff competency and educational outreach which embody these principles.

Social Justice – We seek to understand the day-to-day impact of unconscious bias, micro-aggression, historical trauma/oppression and how it impacts marginalized groups in our society. We do our best to identify our own biases and privilege while promoting social equity.

Community Connection/Collaboration – We value and support our community partners through collaboration, sharing of resources and supporting their missions.

Transparency – We are committed to open dialog about our policies, benefits, compensation, grant management, fiscal management, service delivery outcomes, lessons learned and strategic road map.

Authenticity/Integrity – We believe authentic relationships provide safe spaces to heal trauma. We believe that both individual and organizational integrity are critical to our continued success.

Esperanza offers excellent benefits for employees including competitive pay, health/dental/vision, Planet Fitness gym membership, professional development funds, generous paid PTO/Holiday leave and 401K contributions.

Esperanza Shelter Inc. is an Equal Opportunity Employer