



Community Name: St. Jude House Position #

Position Title: Community Advocate

Job Classification:
Exempt Non-Exempt

Department Name: Adult Services EEO Category
Effective Date

Reporting Relationship: Executive Director Revised Date(s)

Position(s) Who Report Into this Position: N/A

I. Position Summary:

* Overall statement of the primary purpose of the job.

The Community Advocate will support individuals and families that have experienced domestic violence by using tools such as, active listening, empathetic response, crisis management, creative problem solving and connecting them with community referrals and resources to meet their needs. The Community Advocate will establish and maintain community partnerships with the purpose of assisting families in building resiliency while developing a network that will support survivors outside of the shelter environment.

II. Competencies

1. Must have a thorough understanding of the impact of domestic violence on individuals, children and families.
2. Must be able to conduct crisis intervention and utilize de-escalation and conflict resolution techniques; possess a developed sense of empathy and ability to remain calm during challenging situations and be able to use a trauma informed care approach.
3. Must be able to communicate effectively both verbally and in writing as well as be able to work with all people regardless of race, color, socio-economic status, religion, gender, national origin, age, disability, sexual orientation, gender identity or other status applicable by law.
4. Must have strong organizational skills, be a self-starter, and be able to approach challenges with thoughtfulness and creativity.

III. Specific Task/Duties

1. Complete intake assessments and conduct safety planning with individuals and/or families in need of services, over the phone and in person. In person assessments may be conducted during the course of daily travel across the St. Jude House service area using a company provided vehicle.
2. Partner with clients to meet at their convenience in identified safe locations in order to establish safety plans, provide supportive case management, connect to resources for other supportive services such as employment, transportation, housing, health/mental services, etc.
3. Provide domestic violence education and supportive services to assist victims in their journey to a life free from abuse while maintaining appropriate professional boundaries and confidentially at all times.
4. Track outcomes and provide required documentation for services delivered in a timely manner.
5. Demonstrate an attitude of teamwork and professionalism at all times. Work collaboratively to meet departmental and facility goals and be willing to perform other responsibilities and duties as assigned.

The above statements reflects the general duties considered necessary to describe the essential functions of your job, and shall not be considered as a detailed description of all the work duties/tasks that may be required of the position.

III. Mission/Values

* Behavioral Expectations.

1. Supports, upholds, and maintains the Mission and Philosophy of the Franciscan Sisters of Chicago and serves as a role model of the facility in all business interactions. Demonstrates loyalty and pride in the facility, its associates and departments.
2. Respects and safeguards the confidentiality of information regarding residents/clients, co-workers and the facility, and holds others accountable to the same standard.
3. Projects a professional and caring demeanor in interactions with residents/clients, family members, visitors, and co-workers.
4. Exhibits financial responsibilities, insuring budgetary guidelines are met.
5. Takes ownership of job responsibilities by initiating prompt and appropriate action/follow-up in all areas. Insures appropriate and timely resolutions to situations.
6. Exhibits resourcefulness and initiative in anticipating and meeting the needs of residents/clients, and co-workers in a pro-active manner.
7. Welcomes suggestions and new ideas as an opportunity to learn, grow and improve services.
8. Promotes and supports the change effort through accurate and timely communication, flexibility and acceptance.
9. Aligns facility/departmental goals and objectives with the overall strategic plan of the organization.

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IV. Position Requirements

	Minimum	Preferred
<i>Education</i> (Including vocational school, Jr. College, etc.)	Bachelor's degree in education, social work, psychology or other related field	Master's degree in social service field
<i>Applicable Experience</i>	6 months experience working vulnerable populations in an advocacy or case management role.	
<i>Professional Membership, Licensures, Certifications</i>		

V. Essential Functions (Refer to Position Description Guidelines)

1. General Working Conditions

- Works in office area(s) as well as throughout facility. Moves intermittently during working hours. Is subject to frequent interruptions. Is subject to hostile and emotionally upset residents, family members, personnel and visitors. Works beyond normal working hours and on weekends and holidays when necessary, as well as in other positions as needed. Is subject to call back during emergency conditions (e.g., severe weather, evacuation, post-disaster, etc.). Subject to audible noises due to alarm systems.

2. Physical Demands of the Position

- Walking, reaching, climbing, bending, lifting, grasping, fine motor coordination, pushing, pulling and sitting for long periods of time. Must meet the general health requirements set forth in the policies of this facility, which may include a medical and physical examination.

3. Mental Acuity Requirements of the Job

- LANGUAGE Level 6 - Ability to read, analyze and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.
- REASONING Level 5 - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Must be able to cope with the mental, emotional, and physical stress of the position. Must function independently and have flexibility, personal integrity, and the ability to work effectively and harmoniously with residents, families, personnel, support agencies and outside agencies.

4. Sensory Requirement of this Position

- Must be able to speak and write the English language in an understandable manner. Must be able to see and hear or use prosthetics that will enable these senses to function adequately to ensure that the requirements of this position can be fully met.

5. Technical/Motor Skill Requirements of the Job * To include machines, tools, equipment

- Common office equipment usage; telephone, fax, computers and copiers. Must possess fine motor skill coordination.

Reviewed and approved through the Compensation Committee, _____ (date).

Job Description Acknowledgement

My supervisor has reviewed this job description with me and I understand the performance standards that are expected. All questions I have regarding my job description have been answered to my satisfaction.

Associate Name (PRINTED)

Date

Associate Signature

Manager / Witness

Date

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