

Position: Family Advocate

Classification: Non-exempt

Work Schedule: Part-time 30-hours per week, with two optional schedules available

- Sunday thru Thursday 4:00 pm to 10:30 pm. FIRM
- Tuesday thru Saturday 8:00 am to 2:30 pm. FIRM

Bilingual: English and Spanish Required

Worksite: On-site at La Casa de las Madres' confidentially located Emergency Shelter. Adherence to COVID-19 Mandatory Vaccine Policy is required.

Agency Overview: La Casa de las Madres (La Casa) is a nonprofit provider of services for battered women and their children. Founded in 1976, La Casa is San Francisco's oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs serving over 19,000 women, teens and children survivors of domestic violence each year.

Position Summary: Family Advocates work in nearly all of La Casa's shelter and community-based programs, therefore employee placement will be determined based upon the needs of the agency. Under the supervision of a Director of Housing Programs, the Family Advocate is responsible for providing crisis intervention and supportive services through the development of individualized care plans. The position requires an ability to respond in a sensitive manner to women, teens and their children who may be in crisis and/or seeking support. The Family Advocate will:

Essential Functions and Responsibilities:

- Provide crisis intervention and counseling by telephone or in person;
- Provide field accompaniment to clients as needed - medical, criminal justice, civil legal & social services;
- Provide comprehensive assessments that will result in individual care plans;
- Coordinate linkages and work collaboratively with community-based organizations to ensure accessibility and greater options for clients and their families;
- Collaborate with on-site consultants/clinicians to provide comprehensive services to high risk clients;
- Maintain for safekeeping, client files in compliance with grant and/or contract guidelines;
- Assist with day to day operations including phone coverage, site supervision, crisis intervention, and conflict resolution;
- Participate in regularly scheduled staff and case management meetings;
- Maintain and submit program documentation in accordance with grant requirements;
- Facilitate a variety of support groups;
- Share in shelter management duties: maintain donations, clean/set-up rooms, meal provision, trash/recycling, laundry, basic maintenance, etc. and
- Maintain a clean work space including but not limited to cleaning after yourself after all activities such as client interviews, usage of shelter facilities, kitchen/s, break rooms and restrooms.
- Other duties, service site specific, as identified and assigned.

Minimum Qualifications:

- Minimum two (2) years of college in human services field of study plus at least one (1) year experience in domestic violence related work, or equivalent school/work/life experience.
- Experience working in dynamic, diverse, multicultural and multilingual setting.
- Knowledge of case management, counseling techniques, peer counseling models, crisis intervention, social milieu and group facilitation.
- Working knowledge of community resources in San Francisco area.

La Casa de las Madres is an Equal Employment Opportunity Employer. EEO policy available upon request

- Strong written and verbal communication skills.
- Ability to work as a team member with a strong commitment to collaborative work.
- Ability to approach work with a positive, supportive and sensitive attitude and demeanor.
- Must be able to fulfill physical requirements of the job (lifting, pushing, pulling, carrying, walking up and down stairs multiple times per day, etc.).
- Understanding of confidentiality and privilege laws governing domestic violence work.
- **Bilingual (English/Spanish) required.**
- Verifiable completion of state mandated 40 hour domestic violence counselor training or will complete in next scheduled agency 40 hour domestic violence counselor training, including working one overnight shift at La Casa's emergency shelter.
- Clearance through DOJ Live Scan fingerprinting required. La Casa de las Madres will consider applicants, including those with criminal histories, in a manner consistent with San Francisco's Fair Chance Ordinance.
- Valid CA Driver License, clean driving record & insurable under agency's policy.

Required Competencies: To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.

- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – maintain confidentiality, remain open to others' ideas and exhibit a willingness to try new approaches.
- Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations.
- Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Physical – meet the physical requirements of the job including lifting, carrying, pulling and pushing up to 25 pounds. Will be required to stand, walk and use hands and fingers, handle or feel objects, tools, keyboards, tools and controls. Vision requirements include close, distance and peripheral vision, as well as depth perception and the ability to adjust focus.

Compensation & Other Information: up to \$26.65 per hour-DOE. The Family Advocate is part-time (32 hours per week), fully benefited position that will require working day, evening, night, weekend & holiday hours. Formerly battered women are encouraged to apply.



A Refuge.
An Advocate.
A Strong Voice
Against Domestic
Violence.

Excellent benefits package includes: Option between two Kaiser health plans, vision, dental, life insurance, long-term disability, employee assistance program, tuition reimbursement, health savings account, employee funded 403(b) retirement plan with employer match option, 9/80 Alternate Work Schedule, 13 paid holidays, two additional paid days off for employee's birthday and work anniversary, and generous vacation plan (1.0 FTE tiered: 2.4 weeks in the first year- up to 4.8 weeks at four years of service).

To Apply: Send resume with cover letter in PDF format to: hr@lacasa.org, or mail your cover letter and resume to: La Casa de las Madres-FA, 1269 Howard Street, San Francisco, CA 94103.

La Casa de las Madres is an Equal Opportunity Employer: We cultivate a culture of inclusion for all employees that respects their strengths, views, and experiences. We believe that our differences enable us to be a better team. EEO Policy is available upon request. Formerly battered women are encouraged to apply.

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