

**Position:** MSH Patient Advocate/Shelter Advocate

**Classification:** Full Time, Non-Exempt

**Work Schedule:** 40-hours per week. Will require, on occasion, some evening, night, weekend and/or holidays.

**Worksite:** Co-located at St. Mary's Medical Center and La Casa's Emergency Shelter (50/50). 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 women, teens and children survivors of domestic violence each year.

**Position Summary:** The MSH Patient Advocate (Medical Safe Haven Program)/Shelter Advocate, under the direct supervision of the Director of Housing Program, will work on-site at St. Mary's Medical Center and La Casa's Emergency Shelter. The MSH Patient Advocate/Shelter Advocate will be available to the Medical Safe Haven Program (MSH) network of physicians, program staff, and patients to identify and assist human trafficking victims. In addition to providing direct client assistance, the MSH Patient Advocate/Shelter Advocate will work with MSH program staff and partner agencies to increase awareness and provide a bridge to referrals. The MSH Patient Advocate/Shelter Advocate will:

**Essential Functions and Responsibilities:**

- Participate in supporting the Medical Safe Haven Program for specialized human trafficking services at Dignity Health's Sr. Philippa Clinic. This includes data collection and monthly reporting.
- Strictly adhere to training, programming, and service delivery requirements at the clinic.
- Act as a primary contact for the partnership and represent La Casa de las Madres at project-related community and partner meetings.
- Work with MSH staff at Sr. Philippa internal medicine clinic to provide culturally appropriate services for trafficking victims and survivors.
- Collaborate closely with MSH primary care and behavioral health leadership to ensure coordinated care for human trafficked survivors, reduce re-traumatization and avoid duplication of services.
- Work with MSH leadership and security staff to develop and adapt client and staff safety policies, protocols, and procedures.
- Provide support for intake processes for La Casa's and MSH services.
- Accompany clients in an advocate role during clinic visits when the client desires.
- Assist clients with expedited referrals to (1) individual counseling and group support, (2) domestic violence shelter facilities, (3) housing advocacy, (4) emergency food and transportation services, (5) legal assistance, and (6) other community-based services including childcare services.
- Conduct detailed safety planning and advocacy with clients as well as: referral to La Casa's 24-hour crisis line, education about healthy relationships, the cycle of violence, and the identification of warning signs of dangerous relationships.
- Conduct risk assessments for clients.
- Conduct presentations to St. Mary's clinic staff related to the services that La Casa will provide.
- Provide the MSH Program with presentations to community partners regularly or as needed.
- Attend internal and external meetings and committees.

**General Responsibilities:**

- Participate in regularly scheduled La Casa supervision, staff, and case management meetings.
- Complete timely monthly, quarterly, and annual reports.
- Execute, maintain, and submit program documentation and data by MOU requirements, including evaluations and surveys.
- Complete other duties, including service site-specific, as identified and assigned.

## **Confidentiality Responsibilities**

- Strictly maintain client files and confidential client communications for safekeeping in compliance with grant and contract guidelines, HIPPA standards, and California Codes (Welfare and Institutions, Civil and Penal).
- Ensure that no client records or unique client identifiers EVER physically leave the clinic. There should NEVER be client information on any external device, including laptops, tablets, smartphones, storage devices, etc.

## **Minimum Skills and Qualifications:**

- BA/BS in Social Work or Behavioral Science and a minimum of 2 years of verifiable case management or victim advocacy experience in a related and relevant field of work.
- Will consider High School Diploma or G.E.D and a minimum of 5 years of verifiable case management or victim advocacy experience in a related and relevant field or work, or;
- Experience in populations experiencing IPV/DV/Trafficking and other co-occurring issues;
- strong working knowledge of community resources in the San Francisco Bay Area;
- knowledge of counseling techniques, peer counseling models, crisis intervention, social milieu, and group facilitation;
- understanding of and proven ability to comply with multiple layers of confidentiality and privilege laws;
- a proven track record of success in working independently and navigating public transportation to and from multi-site collaborative;
- Bilingual required – plus direct experience working with culturally diverse populations.
- Must be able to fulfill the physical requirements of the job (lifting, pulling, pushing, carrying, as well as walking up & down stairs multiple times per day, etc.);
- verifiable completion of state-mandated 40-hour domestic violence counselor training or will complete the next scheduled agency 40-hour domestic violence counselor training;
- clearance through DOJ/FBI 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;
- comply with all requirements related to employment on the St. Mary's Medical Center site, including but not limited to completion of the MSH minimum orientation requirement (privacy and confidentiality [HIPPA] training, new employee orientation, obtaining required security IDs, flu shots, etc.); and valid California Driver's License, clean driving record, and insurable under agency 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 promptly by gathering and analyzing information skillfully.
- **Interpersonal skills** – remain open to others' ideas and willing to try new approaches.
- **Managing Up** - Ability to exercise sound judgment and manage communications with supervisor and agency leadership.
- **Oral communications** – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills, and ability to conduct meetings.
- **Written communications** – edits work for spelling and grammar, presents numerical data effectively, and can read and interpret written information.
- **Planning/organizing** – prioritizes work activities, uses time efficiently, and develops realistic action plans.
- **Quality control** – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- **Relationship building** - Demonstrated ability to build and maintain collaborative relationships with partner agencies while firmly committed to La Casa's philosophy and values.
- **Adaptability** – adapts to changes in the work environment, manages competing demands, and can 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.

**Compensation & Other Information:** Up to \$34.91 per hour - DOE. The MSH Patient Advocate position is full-time (40 hours per week), requiring day, evening, night, weekend, and holiday hours.

**Benefits:** 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 your resume with a cover letter in PDF format to: [hr@lacasa.org](mailto:hr@lacasa.org), or mail your cover letter and resume to La Casa de las Madres - CM, 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.