

**Position:** Family Advocate – Domestic Violence Response Team

**Classification:** Non-Exempt

**Work Schedule:** Full-time (40 hours per week, will require day, evening, night, weekend and/or holiday hours)

**Bilingual:** English and Spanish Required

**Agency Overview:** La Casa de las Madres (La Casa) is a nonprofit provider of service 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:** The Family Advocate, under the supervision of the Program Director or her/his designee, will work on-site at the Special Victims Unit of the San Francisco Police Department (SFPD-SVU) at 850 Bryant St. The Family Advocate will be available to the SFPD-SVU for service provision to domestic violence (DV) victims and clients in common, through coordination of advocacy and accompaniment services throughout all phases of the criminal justice and civil legal process. Responsibilities include, but are not limited to the following:

#### **Essential Functions and Responsibilities**

- Work alongside the SFPD-SVU to develop protocols, policies and procedures for responding in a timely, culturally appropriate manner to women, teens and their children (as well as boys and men) identified as victims of domestic violence through police reports, walk-ins or by other law enforcement referral.
- Obtain a signed informed consent form for every client accepting La Casa's services.
- Offer a core set of services to every client including: expedited referral 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 with clients as well as: referral to La Casa's 24-hour crisis line and education about healthy relationships, the cycle of violence, and the identification of warning signs in dangerous relationships.
- Conduct assessments of the danger level of the domestic violence and provision of the assessments to the client.
- Respond as appropriate to Suspicious Injury Reports and SF Supplement to Health Practitioner Suspicious Injury Reports.
- Develop and maintain an ongoing knowledge of local, state and federal domestic violence legislation and regulations;
- Coordinate linkages and work collaboratively with community-based organizations and work groups to ensure accessibility and greater options for clients and their families.

#### **General Responsibilities**

- Maintain for safekeeping, client information/files in compliance with site-specific grant and agency policies, procedures, and best practices.
- Participate in regularly scheduled mandatory staff meetings and training.

- Execute, maintain and submit program documentation, including evaluations and surveys, in accordance with grant and programmatic requirements.
- Complete 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 year experience in domestic violence related work, or equivalent school/work/life experience.
- Possess a strong working knowledge of community resources in San Francisco area.
- Knowledge of trauma –informed counseling techniques, peer counseling models, crisis intervention, social milieu and group facilitation.
- Understanding of DV/SA confidentiality and privilege laws.
- Ability to work independently and navigate public transportation to and from multi-site collaborative.
- **Bilingual required – English/Spanish required**, as well as direct experience working with culturally diverse populations.
- Must be able to fulfill 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;
- Background check and 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; and
- Valid California Driver's License, clean driving record and insurable under agency policy and we will consider a non-driver possessing a valid California Identification card.

**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, demonstrates group presentation skills and ability to conduct meetings.
- 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.
- Relationship building - Demonstrated ability to build and maintain collaborative relationships with partner agencies while exhibiting a strong commitment to La Casa's philosophy and values.
- 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.



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

- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Compensation & Other Information:** up to \$20.00/ hour. - DOE. The Family Advocate position is a full-time (40 hours per week), that will require some day, evening, night, weekend and holiday hours. Formerly battered women are encouraged to apply.

**Benefits:** Excellent benefit package includes: Kaiser/HSA health plan, dental, life insurance, long term disability, employee assistance program, 403 (b) retirement plan with employer match option, tuition reimbursement and generous vacation and holiday plan.

**To Apply:** Send resume with 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 – FA-DVRT, 1663 Mission Street, Suite 225, San Francisco, CA 94103, Fax: (415)503-0301