

Position: Family Advocate – Teen Program

Classification: Non-exempt

Work schedule: Full-time, 40 hours per week. Occasional evenings and weekends are required.

Worksite: On-site at La Casa de las Madres' Drop-in Center with daily travel to school sites in the San Francisco Unified School District. Adherence to COVID-19 preventative policies will apply, including COVID-19 Mandatory Vaccine Policy. Up-to-date TB Testing is required.

Bilingual: English and Spanish Preferred

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: Under the direct supervision of the Community Programs Manager, the Family Advocate is responsible for providing direct services and support to battered and at-risk of battering teens with an emphasis on early intervention and family systems. This includes the day-to-day operation of the Teen Hotline, individual and group counseling, and acting as the liaison with other agencies providing services to teens.

Essential Functions and Responsibilities:

- Provide individual and group counseling to battered teens and their families both at La Casa's facility as well as at off-site locations, including SFUSD Wellness Center sites.
- Initiate and facilitate youth leadership development.
- Coordinate skill-building and educational workshops for battered teens.
- Work collaboratively with community-based organizations to ensure accessibility and greater options for battered teens and teens with children.
- Assist in public speaking engagements and training as needed.
- Provide and maintain required documentation.
- Other duties as assigned.

Minimum Qualifications:

- BA or Master's Degree in Counseling or Social Welfare preferred but not required;
- High School diploma or GED required.
- Strong experience working in a multicultural, multilingual setting.
- Ability to work as a team member with a strong commitment to collaborative work.
- Knowledge of counseling techniques, crisis intervention, and group work with adolescents.
- Bilingual: English and Spanish preferred.
- Professional experience working with battered teens and teens with children.
- Ability to respond in a constructive, supportive, and sensitive manner to teens in a crisis situation.
- Working knowledge of social services networks in San Francisco.
- Ability to fulfill physical requirements of the job (lifting, pushing, pulling, carrying, etc.).
- Understanding of confidentiality and privilege laws governing domestic violence work.

- Background clearance, including fingerprinting through DOJ and FBI 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.
- Verifiable completion of state-mandated 40-hour domestic violence training or will complete in next scheduled agency 40-hour domestic violence training.
- Valid CA Driver's License, proof of 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 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.
- 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.

Compensation & Other Information: up to \$26 per hour- DOE. The Family Advocate Teen Program position is a full-time (40 hours per week), that will require working: evenings, nights, weekends, and/or holidays.

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

To Apply: Send your resume in PDF format with a cover letter to: 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.