



KBFLC JOB DESCRIPTION

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| Title: | Adult Services Advocate |
| Report To: | Adult Services Coordinator |
| Time Requirement: | 40 Hours a week |
| Starting Salary: | \$55,000 |

The Adult Services Advocate is responsible for working to assess the needs of all guests providing case management, advocacy, crisis intervention, and safety planning for families in the direction of increased economic and social self-sufficiency by assisting in developing a service plan, setting goals, monitor progress of goals and coordinating needed support services with other service providers.

RESPONSIBILITIES:

CLIENT AND PROGRAM SERVICES

- Provide education, information, and support to program participants (adults and children) through advocacy and empowerment-based case management services.
- Provide nontherapeutic services to families enrolled in our programs.
- Treat clients with respect, dignity, and empathy utilizing Trauma Informed Care best practices.
- Maintain confidentiality as directed by the client or by KBFLC's mandatory reporting obligations.
- Work cooperatively with other agencies and individuals (e.g., Colorado Springs Police Department and El Paso County Sheriff's Office Advocates, District Attorney's Advocates, and Department of Human Services staff) involved with the client to ensure comprehensive service delivery for clients.
- Provide crisis line services including crisis intervention, advocacy support, safety planning, and resource referrals.
- Provide intake interviews and assessments of all program participants.
- Provide on-call/after-hours support (AHS) monthly, or as requested by supervisor.
- Develop and demonstrate knowledge and expertise regarding domestic violence and sexual assault.
- Facilitate support groups, life skills and informational classes, and meetings, as required.
- Communicate necessary information in the Client log and follow up as needed.
- Assist in developing and implementing new program procedures.
- Meet regularly with the program staff to review assigned caseload and other meetings.
- Adhere to work schedule and be available to provide back-up coverage.
- Provide training, instruction, guidance and support to other staff, volunteers, and interns.
- Understand department objectives and how they relate to the goals of the agency.
- Provide coverage to other programs when needed, including attending court hearings, conducting victim outreach, providing court support, assisting with walk-in clients, and responding to call-outs.

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- Provide supervised visitations for DHS contracted services at facility and homebased as assigned.
- Other duties assigned by the Chief Executive Officer

RECORD KEEPING

- Provide statistical information and reports on all assigned cases.
- Maintain accurate documentation on every contact with the client.
- Maintain client files and ensure that all appropriate documentation is represented in each file

CULTURAL INCLUSIVITY

- Prevent, identify, and remove discriminatory barriers in services provided.
- Recognize that we all hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with others.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, staff, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed policies and procedures.
- Deliver services in a manner that is respectful and sensitive to the client's cultural experience.

OTHER

- Commit to KBFLC's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Support program participants in the management of their children's behavior when necessary.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend meetings and trainings as required.
- Other duties and projects as requested by the Chief Executive Officer.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required for this position. Reasonable accommodation can be provided to enable individuals with disabilities to perform these essential functions.

- Experience providing social service to families and people who are victims of crime.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Pre-employment physical and drug test if selected for position.
- Experience developing and conducting life skills or educational classes to adults and children is preferred.
- Excellent organization, communication (verbal and written), problem solving, listening, and interpersonal skills.
- Able to give attention to detail while being able to see the big picture.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.

- Self-starter; comfortable working autonomously and in teams.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50 lbs., intermittently.
- Valid driver's license and car insurance with reliable transportation.
- Able to read, write, and speak English.
- Able to communicate in Spanish preferred but not required.
- Preferred bachelor's degree in social work or related field and/or two years relevant experience.

KBFLC is an equal opportunity employer.

I certify that I have read and understand the responsibilities assigned to this new reassigned Position.

Employee Signature: _____

Printed Name: _____

Date: _____

