

## ADULT ADVOCATE/CASE MANAGER - June 2021

**Position Title:** Adult Advocate/Case Manager  
**Classification:** Nonexempt, Hourly, Full-Time  
**Reports to:** Shelter Director  
**Primary Worksite:** Confidential, Orange County

**FEARLESS!** (formerly known as Safe Homes of Orange County) is a not-for-profit 501(c) (3), which has grown from a grassroots, small group of committed individuals in 1986 to an organization, leader, and resource in the field of intimate partner violence and human trafficking advocacy and services provision. Our many programs include a Family Justice Center, emergency shelter, legal program, anti-trafficking program, individual and group support, advocacy, therapeutic counseling, Risk Reduction Response Programs, systems-based advocacy and collaboration, community education and outreach, throughout Orange and Sullivan Counties.

### Role Summary:

The Adult Advocate/Case Manager is primarily responsible for providing empathic, nonjudgmental support and direct services to victims/survivors of intersecting forms of violence and abuse through the agency's Residential program and 24-hour hotline. They will assist clients in creating individualized goals and action plans and facilitate appropriate linkages with community agencies and service providers. They will specifically serve individuals around needs arising from, but not limited to, intimate partner violence, human trafficking, teen dating violence, sexual violence, and other types of crime victimization.

**Duties and Responsibilities** (shall include but not be limited to):

### Essential Areas of Work

- Provide culturally informed, trauma-responsive crisis intervention and nonjudgmental, supportive hotline counseling, assessments, shelter screenings and intake interviews for hotline callers and clients within the Residential program.
- Proactively provide comprehensive services to clients, including, but not limited to:
  - Individual and/or group supportive counseling;
  - Advocacy and accompaniment, including assistance in preparing court documents, accessing support and services through other agencies, and transportation;
  - Safety planning and risk assessment;
  - Follow-up contact, as safe and appropriate, and outreach; and
  - Information and referrals to outside agencies and providers (ie: legal, housing, transportation, and economic options).
- Meet with each adult client in the shelter within one week of entrance, and weekly thereafter, to provide comprehensive services, including assessment of needs. With each client, formulate goals and a plan of action for accomplishing goals (to be revisited as needed).
- Assist clients in exploring options regarding the legal system, housing, and economic/financial options, and provide advocacy with community agencies, including DSS, medical providers, courts, counseling agencies, housing agencies, Social Security, etc.
- Proactively facilitate supporting clients to necessary linkages to other services and agencies in the community.
- As appropriate and necessary, facilitate the DSS application, enrollment, and follow-up process for each client (to ensure timely application and receipt of benefits for clients and shelter reimbursement).
- Facilitate weekly support group(s) for adult clients, as scheduled.
- Encourage, model, and teach healthy expression of emotions and feelings, nonviolence conflict resolution, and discipline.
- Provide clients with information regarding the NYS Office of Victims Services, assist with filing applications for OVS compensation, and serve as a liaison between clients and OVS.
- Maintain a safe and cohesive environment for the well-being of families in residence by actively engaging in basic housekeeping and maintenance, organization of donations, and other assigned tasks.
- Complete safety checks of the shelter residence, as scheduled.
- Ensure ongoing compliance with State and other regulations in regards to the condition of the residence and services provided.

### Program-Related

- Attend and actively participate in regular supervision with Shelter Director.
- Attend and actively participate in program-specific and agency-wide staff/team meetings.

- Attend and actively participate in assigned webinars, in-service trainings, and external trainings.
- Attend and actively participate in awareness month activities and agency events for clients.
- Actively participate in maintaining a clean, welcoming environment throughout the agency.

#### **Administrative**

- Maintain the confidentiality of clients, staff, volunteers, and agency information. Exceptions include information pertaining to child abuse, danger to self or others, or in response to an authorized release of information.
- Adhere to agency policies and protocols related to the security of electronic client service records. Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of work activities are complete and up-to-date and submitted to supervisor, as directed.
- Ensure timely response and follow-up to email communication and voicemail messages.

#### **Organizational Relationships**

- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Shelter Director and other supervisory staff, as appropriate, to understand and accomplish position responsibilities.
- Work closely and collaboratively with agency staff within the Family Justice Center, residential settings, and collocated offices.
- Work closely and collaboratively with community partner organizations while supporting the advocacy needs of clients.

#### **Other**

- Other duties as assigned by immediate and/or other supervisors.
- Staff members are encouraged to be flexible and responsive to changes in scope of duties.

**Work Hours:** 40 hours; Primarily Monday through Friday during business hours with evening availability. Flexibility is required given 24/7 staffing requirements. Staff are not permitted to leave until relieved by another staff member.

#### **Requirements:**

- 4-year degree in human services or related field, OR equivalent work experience in providing direct crisis counseling and/or advocacy services to victims/survivors of intersecting forms of violence and abuse.
- Direct experience working within residential settings, social services, and other community agencies is preferred.
- Commitment to working from an anti-oppression, harm-reduction, and trauma-responsive approach; and to social change through active participation in working towards ending gender-based violence, racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression.
- Ability to work independently as well as cooperatively with a team, with a willingness to appreciate different points of view and problem solve in a constructive manner.
- Investment in ongoing professional growth and development, learning, and skill-building.
- Excellent written and oral communication, organizational and time management skills.
- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and community.
- Demonstrates good judgment with the ability to make timely and sound decisions.
- Experience with data management and knowledge of Microsoft Word, Excel and PowerPoint, and other database applications.
- Ability to lift 50 pounds, navigate stairs, and periods of sitting, standing, and movement required.
- Travel extensively between the agency's office sites and other locations throughout the service region.
- A valid, insurable driver's license and reliable transportation.

**Desired:** Bilingual/bicultural candidates strongly encouraged to apply.

**Conditions of Employment:** All jobs contingent upon successful completion of certain background checks which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.

#### **NO PHONE CALLS, PLEASE.**

Applicants may email, mail, or fax resume **with** cover letter, describing your interest in this position.

**Subject line must read: Adult Advocate/Case Manager**

**Email: [jobs@fearlesshv.org](mailto:jobs@fearlesshv.org)**

Fearless! Hudson Valley is an equal opportunity employer committed to a diverse, culturally inclusive work environment and prohibits discrimination due to race, color, age, religion, sex, sexual orientation, gender and identity, disability, and national origin in employment and delivery of services. All are encouraged to apply.

This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.