



## POSITION DESCRIPTION

### Domestic Violence Advocate - Bilingual

---

Position: Domestic Violence Advocate - Bilingual  
Department/Location: Support Center  
Supervisor: Assistant Director of Residential Services  
FLSA Status: Full-time, Non-Exempt

---

#### POSITION SUMMARY

The Domestic Violence Advocate - Bilingual is responsible for providing trauma-informed case management and advocacy services to non-residential participants that are part of the Path to Peace program and/or who are survivors of relationship violence, stalking, sexual assault and human trafficking. Duties include: answer crisis calls; assess and triage crises situations; assess needs of clients and address appropriately; participate in client staffing and documentation; perform client intakes and/or assessments and safety planning; client-centered advocacy and case management with a focus on participant identified goals; facilitate groups for survivors and participants of the Path to Peace program; write progress notes; model healthy boundaries and communication and actively participate in their own self-care to manage stress and build resiliency against secondary trauma. Go to [www.esperanzashelter.org](http://www.esperanzashelter.org) for the full job description.

#### Case Management Duties

- Complete intake and/or assessment interviews, make needed referrals and obtain ROIs (release of information).
- Carry a caseload offering participants advocacy, support and referrals related to goals.
- Review participant progress on goals through regular quarterly or as needed sessions.
- Maintain records to HIPAA and VAWA standards.
- Conduct client discharge interviews by reviewing discharge plans, coordinating discharge and post-discharge requirements, safety planning, administering exit survey and providing resource referrals.

#### Advocacy Duties

- Answer crisis calls and determine eligibility/space availability in non-residential program, determine special needs (e.g. children, service dogs, disabilities), look up and/or add client to database, safety plan, contact our shelter if emergency shelter services are needed. If needed, provide DV 101 education, referral and support.
- Conduct intakes and assessments.
- Model and actively promote positive, nurturing interactions between participants in group meetings.
- Communicate group guidelines to participants. Promptly address difficulties or problems that arise in groups. Seek supervision when needed from the Non-Residential Services Manager.
- Model non-violent conflict resolution and use non-violent forms of guidance.
- Prepare Incident Reports within 24 hours and submit to Manager for review.

- Create monthly compliance reports for all participants who are court ordered.

## COMPETENCIES

- Knowledgeable of the ways in which working with people who have experienced trauma, domestic violence and sexual assault can impact employees through secondary trauma. Proactively work to build resilience to the effects of secondary trauma/compassion fatigue by seeking supervision when common signs are present.
- As an employee you are expected to engage in reflective supervision and actively examine how this work impacts you and how you impact both residents and co-workers.
- Knowledge of counseling and advocacy techniques for people who have been victims of domestic violence, including crisis intervention and case management skills.
- Knowledge in human services, community agencies or other related nonprofit or social change organizations.
- Must work well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled.
- Awareness of relationship violence, child abuse, stalking, and sexual abuse and assault.
- Ability to work independently and make sound judgements.
- Ability to work with families in crisis from various cultures and backgrounds.
- Ability to provide professional services at all times to promotes a respectful environment for the clients.

## SHARED RESPONSIBILITIES

As a requirement of their employment, all Esperanza employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Esperanza Shelter, Inc.
- Support excellence in our client, participant and customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Work collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
- Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis.
- Adhere to all company policies, procedures, work rules, guidelines and participate in trainings.
- Practice good stewardship of Esperanza property and follow policy.
- Act in a professional manner at all times and function from **integrity, honesty** and **loyalty** in all activities concerning Esperanza.

## Required Competencies:

To perform the job successfully, an individual should demonstrate the following competence 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.

- Written communications – able to write clearly and complete required reports with good grammar.
- 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 or chaos in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Thrives in fast-paced, intense and unpredictable environments.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

## MINIMUM QUALIFICATIONS

- A Bachelor's Degree in human services, crisis management or related field or equivalent work or volunteer experience and training preferred.
- A minimum of four years' experience, training in related field.
- Excellent oral and written communication skills.
- Proficient in MS Office Suite and general computer skills.
- Training in Osnium electronic health record database preferred.
- Spanish fluency required.
- Must obtain and maintain CPR/First Aid Certification.
- Must pass a CYFD background check fingerprinting.
- Must clear a TB test.
- Must be available to facilitate evening groups.
- Must possess a valid NM Driver's License.
- Ability to lift up to 50 lbs.

## About Esperanza

Esperanza Shelter ([www.esperanzashelter.org](http://www.esperanzashelter.org)) has served Santa Fe County, the Eight Northern Pueblos and three Pueblos south of the City for over forty years. Esperanza opened its doors at a time when the concept of helping a woman leave an abusive situation was unique and contrary to domestic and religious cultural norms. The majority of the survivors that rely on Esperanza's services are still women and children, although some victims of abuse are men. Domestic abuse does not discriminate. Violence and other forms of abuse exist in intimate partner relationships across all socio-economic boundaries and within our LGBTQ community.

Today, Esperanza continues to provide secure shelter as well as prevention education, community outreach, advocacy, counseling, therapy, life skills and group support both in shelter and in nonresidential programs. Our court-ordered Path to Peace program is also an important component of services. More than 90% of our participants who use violence either witnessed or experienced abuse as children. Through individual and group counseling, Esperanza helps these participants to stop the behaviors of power, coercion and control.

## AGENCY VALUES

**Respect** – We respect colleagues and participants through words and actions. We handle conflict directly through respectful dialog.

**Compassion/Empathy** – We approach each other with kindness, compassion, empathy and curiosity even if we do not understand another’s actions or words.

**Collaboration/Teamwork** – We collaborate and think about how our actions may affect the team. When possible, we approach projects as a team and make space for all voices to inform decision-making.

**Accessible, Culturally Responsive and Trauma-Informed** – We commit to creating environments, policies, program services, staff competency and educational outreach, which embody these principles.

**Social Justice** – We seek to understand the day-to-day impact of unconscious bias, micro-aggression, historical trauma/oppression and how it impacts marginalized groups in our society. We do our best to identify our own biases and privilege while promoting social equity.

**Community Connection/Collaboration** – We value and support our community partners through collaboration, sharing of resources and supporting their missions.

**Transparency** – We are committed to open dialog about our policies, benefits, compensation, grant management, fiscal management, service delivery outcomes, lessons learned and strategic road map.

**Authenticity/Integrity** – We believe authentic relationships provide safe spaces to heal trauma. We believe that both individual and organizational integrity are critical to our continued success.

## EMPLOYEE ACCEPTANCE:

- By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also been given access to a print and/or electronic copy of Esperanza Shelter's Employment Policy Manual, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
- I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
- I understand that neither the Board of Trustees nor management of Esperanza Shelter, Inc. can guarantee my employment, and that Esperanza can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion in order to meet business needs of Esperanza.
- I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. In order to meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by Esperanza.
- I acknowledge that Esperanza also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done in order to meet the business needs of Esperanza.
- I also certify by my signature below that I am able to perform the essential functions of this Job Description either with or without a reasonable accommodation. I further acknowledge that this Job Description does not constitute a written or implied contract of employment with Esperanza.

- **Accepted by:**

\_\_\_\_\_

*Employee Signature*

\_\_\_\_\_

*Date*

\_\_\_\_\_

*Print Employee Name*

- **Witnessed by:**

\_\_\_\_\_

*Esperanza Representative Signature*

\_\_\_\_\_

*Date*

\_\_\_\_\_

*Print Esperanza Representative Name and Job Title*