



Position Description Bilingual Court Advocate

Position: Bilingual Court Advocate
Department/Location: Esperanza Support Center
Supervisor: Clinical Director
FLSA Status: Non-Exempt

POSITION SUMMARY

Under the general direction of the Clinical Director, responsible for providing legal advocacy services to victims of domestic violence.

DUTIES/RESPONSIBILITIES

- Complete intakes for clients seeking legal advocacy services
- Provide quality services to victims of domestic violence, including but not limited to, civil / criminal advocacy, individual / group IDVA, safety planning
- Works closely with the Hispanic population
- Provide support and education to victims seeking an Orders of Protection (OP)
- Assist clients in completing the OP and paperwork and filing process
- Responsible for the preparation of monthly, quarterly and or annual reports as per grant funded guidelines as well as collections of client confidential data
- Provide in-person and telephone counseling, advocacy, information, and referrals.
- Responsible for case management files /records and for the maintenance and security of those files
- Provide educational materials to domestic violence victims
- Facilitate Pre-Hearing group sessions for clients
- Accompany clients to court proceedings
- Coordinate with Victim/Witness Office to provide information to clients regarding dispositions and future hearing dates
- Network with other agencies to provide assistance for domestic violence victims
- Maintain confidentiality of all client information
- Complete service logs and all necessary paperwork to document hours of service, training, etc. and submit to designated staff on a weekly basis (minimum)
- Complete monthly narratives and administer measurable outcome tools for grants
- Participate in Program and Outreach team meetings
- Attend Task Force and DV multi-disciplinary team meetings
- Participate in the Appreciative Inquiry process and adhere to the Gossip Free zone
- Participate in DV Awareness Month and Week Without Violence activities
- Provide community presentations and professional trainings as requested

- Attend conferences and workshops as designated
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency
- Responsible for adhering to all personnel policies of Esperanza Shelter
- Responsible for working with all staff in a positive and respectful manner at all times and as a team member
- Assist in training new incoming court advocates/volunteers as needed
- Other job responsibilities that not may be listed on this position description related to the position.
- Other duties as assigned.

KNOWLEDGE/ SKILLS/ABILITIES

- Dedication and commitment to victims/survivors of domestic violence.
- Ability to work with client population with a specialization in legal advocacy.
- Ability to communicate with the Hispanic population.
- Knowledge working with all different types of individuals of DV.
- Must be cultural sensitive.
- Must have through knowledge of the Family Violence Protection Act.
- Must have the ability and knowledge in processing and assisting with filing of Protection Orders.
- Ability to demonstrate sensitivity and empathy.
- Knowledge in crisis management helpful.
- Ability to serve as a liaison between victim services and the legal system.
- Knowledge and the ability in promoting mutual respect for staff, clients, public.
- Seek ways to improve services for effectiveness.
- Ability to demonstrate effective written and verbal communication skills.
- Ability to utilize multi-tasking skills and attend to detail.
- Ability to handle stressful, crisis situations.
- Ability to utilize sound judgment and problem solving skills, ability to work in a team environment.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Criminal Justice, Psychology, Social Work or related field preferred.
- Must have a minimum of 1-2 years of related experience working in non-profit, legal or social services setting.
- Must already possess and/ or be willing to participate in NM required 40 hours of Domestic Violence Advocate Training.
- Trauma and Crisis management experience preferred.
- Must pass a CYFD Background check, fingerprinting and TB testing.
- Must also obtain a NCIC Clearance within six weeks of employment.
- Must possess a valid NM Driver's License.
- Must be flexible with work schedule.
- Must adhere to strict standards of confidentiality.
- Must be fluent in speaking, reading and writing Spanish and English.
- Must be able to work independently.
- Must be twenty-one (21) years of age.

EMPLOYEE VALUES

RESPECT- Our employees must treat each other, our clients, customers/vendors with dignity, consideration, open-mindedness and respect. By valuing diverse styles and skills, recognizing each individual’s contribution, and staying open to each other’s perspectives, will cultivate an environment of innovation and collaboration — which pays off in the way we solve problems for our clients.

INTERGITY- Esperanza employees make decisions, both big and small, with a focus on what is ethically right. Above all, we are committed to the greater good — for our organization, our clients and towards each other.

ACCOUNTABILITY- Esperanza employees make personal commitments — to our clients, customers/vendors, colleagues and jobs. We hold ourselves accountable for keeping those promises, and we take individual responsibility for the decisions we make to get results for our clients. We build trust with each other and our clients by delivering on our promises with our professionalism at all times.

EXCELLENCE-Our journey to excellence never ends — we always aim higher for our customers, clients, and partners. We take action with success in mind and focus on results, constantly finding new ways to innovate and improve, by rigorously measuring our progress. As staff members of Esperanza Shelter, we choose to be an organization of leaders who will work tirelessly to achieve excellence in quality, safety and efficiency in the services we provide.

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| SIGNATURE: | |
| Employee Signature: _____ | Date: _____ |
| Supervisor Signature: _____ | Date: _____ |

Esperanza Shelter Inc. is an Equal Opportunity Employer.