



JOB DESCRIPTION

TITLE:	Outreach and Services Advocate
RESPONSIBLE TO:	Outreach Advocacy Coordinator
POSITIONS SUPERVISED:	None
TIME COMMITMENT:	Full-Time/Non-Exempt 36-40 hrs. Per week
LOCATION:	Alpena Administrative and Services Office

GENERAL SUMMARY:

The Outreach and Services Advocate will collaborate with survivors along their path towards their self-determined goal(s) and will employ ethical and inclusive practices that are trauma-informed, survivor centered and founded within an anti-oppression framework. The Outreach and Services Advocate will understand and model the application of the [Core Competencies of Advocacy](#) to their work with colleagues, community partners, survivors and others. This person will collaborate with community partners and other systems as they assist survivors and their support persons in accessing services internally and within our communities. They will be flexible in their scheduling in an effort to meet the varying scheduling needs of individuals with whom they are working. The Outreach and Services Advocate is required to regularly travel across the 5-county service area of Alcona, Alpena, Iosco, Montmorency and Presque Isle counties to attend community meetings or to meet survivors for appointments. They will be expected to work a rotating on-call shift that is scheduled in advance and that supports 24/7 crisis and support service delivery system to the Sexual Assault Response Team (SART) and/or the Domestic Assault Response Team (DART).

PROFESSIONAL REQUIREMENTS:

- Passion for social justice and the mission of the agency.
- Committed to the elimination of racism, sexism, classism, homophobia and other forms of oppression.
- An understanding of [intersectionality](#) and how identity impacts [trauma](#).
- Openness to learn and teach about trauma-informed services and survivor-centered approaches to working with victims of stalking, sexual and domestic violence.
- Ability to address one's own privilege when working with diverse populations.
- High comfort level working in stressful environment, the ability to self-motivate and willingness to be flexible in schedule and approach to address survivor needs and crisis situations.
- Excellent interpersonal skills and a collaborative work style when approaching colleagues, survivors, and community partners.
- Proficiency in creating and editing documents using Word and Excel and utilizing Outlook for electronic mail communications.
- Flexibility to think outside of the box, try new ideas and let go of those that are not bearing fruit.
- Willingness to be open-minded when learning new concepts or philosophies and to be open to changing perceptions and opinions in this movement-based work environment.
- Excellent oral and written communication skills in an environment where clear and consistent communication is expected and required among all staff.

ESSENTIAL DUTIES & RESPONSIBILITIES *Other duties may be assigned:*

- Provide survivor-centered, strength-based and trauma-informed advocacy and crisis intervention services to primary and secondary survivors of sexual and domestic violence.
- Provide supportive listening through conversation and by employing active listening skills when working with survivors.
- Provide information and support focusing on empowerment and respecting survivors' rights to choose.
- Provide advocacy services, have safety planning conversations, provide information, referrals, assist with safety planning, assist with Personal Protection Orders and locate and provide legal information to survivors of stalking, sexual and domestic violence.
- Advocate for survivors of stalking, sexual and domestic violence with local systems, agencies and community groups to assist survivors in accessing services and support.
- Research and maintain current information regarding community support and resources.
- Understanding that violence impacts survivors in many ways, Hope Shores Alliance staff are tasked with living within these communities where survivors have experienced violence, victim blaming and other forms of oppression. This work requires us to be ambassadors of HSA even in our personal lives, and to be cautious on how we speak about other agencies.
- Actively engage during collaborative meetings with local law enforcement, prosecutors and court, health, faith based, educational and other community systems addressing victim services and systems change bringing a trauma informed lens to discussions.
- Document individual activity in compliance with agency funding sources guidelines and procedures.
- Provide accompaniment and support for survivors of sexual and domestic violence in conjunction with legal, medical, financial, housing, education and other areas of need upon request and availability.
- In compliance with state and federal consumer confidentiality legal guidelines, maintain the strictest level of information confidentiality.
- Adhere to the highest standards of ethics, maintaining professional boundaries and relationships with survivors, community partners and coworkers.
- Utilize personal vehicle to meet with or transport survivors to appointments or other activities when resources allow and in conjunction with the Core Competencies of Advocacy definition of services.
- Flexibility to work rotating on-call shifts that support 24 hours a day, 7 days a week, 365 days a year crisis and support service delivery system.
- Advocates respond to SART (Sexual Assault Response Team) and DART (Domestic Assault Response Team) calls while serving on the rotating on-call shift. SART and DART response advocates are trained and supported with resources and back-up advocates to reach out to so they are as prepared as possible but also equipped and encouraged to ask for support if necessary.
- Serve on a minimum of one agency/staff committee.
- Complete a minimum of 24 continuing education hours annually, and attend all trainings as required.
- Perform additional program tasks as prescribed by supervision/administration.

QUALIFICATIONS:

- While survivorship is not a requirement for employment with Hope Shores Alliance, we value the contributions survivors make in doing this work and we celebrate our shared collaboration in the movement.

- A minimum of a high school diploma or equivalent required; Associates Degree preferred.
- Must successfully complete intra-agency domestic violence and sexual assault training within the initial 30 days of employment.
- Attend and successfully complete [MCEDSV New Service Provider Training](#) within the initial 180 days of employment.
- Must successfully complete all other job related required training within 180 days of employment.
- Must possess or attain Red Cross First Aid and CPR certification within the first 180 days of employment as provided by Hope Shores Alliance.
- Must possess excellent communication skills and be comfortable engaging in challenging conversations and comfortable engaging with diverse audiences and stakeholders.
- Must possess a valid driver’s license and good driving record as well as provide proof of valid insurance.
- Must pass Criminal History, Child Abuse and Neglect Central Registry and State and National Sex Offender background checks.

Hope Shores Alliance is an equal opportunity employer. It is against the agency’s policy to discriminate or refuse employment based on: marital status, sexual orientation, age, color, height, weight, national origin, physical or mental handicap, gender, religion or race.

Hope Shores Alliance is dedicated to maintaining a smoke and drug free environment in the interest of a healthy safe environment for those whom we provide service(s) and employees of the agency.

Your employment with Hope Shores Alliance voluntary and is subject to termination by you or Hope Shores Alliance at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of Hope Shores Alliance employees.

Employee Signature

Date

Supervisor Signature

Date

Executive Director Signature

Date