



## **FAMILY JUSTICE CENTER (FCJ) ADVOCATE VOLUNTEER**

**Job Classification:** VOLUNTEER – unpaid

**Department:** Housing Services Department

**Reporting Manager:** Domestic Violence Mobile Advocacy Coordinator

**Location of job:** Family Justice Center (FJC), Ventura, CA

### **SUMMARY OF POSITION**

FJC Advocate Volunteer provides vital services that fall in line with all aspects of Coalition for Family Harmony's mission; including providing direct services to victims of domestic violence and sexual assault, educating the community regarding violence against women, children, and men, and working to prevent the cycle of violence. This mission is carried out by the FJC Advocate Volunteers within the co-located Family Justice Center's emergency shelter. This position will cover any shift in a 24-hour period at the emergency shelter.

### **ESSENTIAL FUNCTIONS**

#### ***Fundamental Job Requirements***

- Intake and Exit processes for shelter residents.
- Provide daily interaction and/or peer counseling with FJC shelter residents to ensure a welcoming and safe residential space, provide on-site support, case management, and other needs at the request of the shelter resident.
- Provision of food, water, clothing, and other household establishment items to residents of the shelter as requested.
- Facilitate and maintain professional relationships with community partners, including law enforcement and medical personnel at FJC.
- Offer and provide advocacy to shelter residents towards criminal justice or for the provision of social services.
- Court accompaniment and assistance with filing restraining orders and child custody; when needed facilitate contact with Coalition's Family Law Attorney for further legal needs.
- Work collaboratively with Coalition's main shelter program to facilitate safety transfers, case management of shelter clients, or referral to Coalition's Transitional Housing Program; advocate for longer-term shelter stays or transitional housing with various community housing programs.
- Remain updated and participate in trainings relevant to domestic violence survivors in shelter programs, shelter policies and procedures, and general topics in the domestic violence field.
- Maintain shelter client files and collection of statistical documents as indicated by Coalition's statistical reporting policies and guidelines.

### ***Schedule***

- This position will cover any shift in 24-hour period based on staffing needs of the shelter.
- Due to the essential functions of this job, including the crisis hotline and emergency shelter, **arriving for your shift on time is an essential requirement.**

### ***Educational Requirements***

- Bachelor's Degree in social, psychological, or social services background preferred.

### ***Certifications***

- Must obtain Domestic Violence Counselor certification that meets the requirements under California Evidence Code 1037.1 within one year of hire date.
- Must obtain Sexual Assault Counselor certification that meets the requirements under California Evidence Code 1305.2 within one year of hire date.
- 4-hour LGBTQ+ 101 Training is required.

### ***Knowledge Base/Skills***

- Basic computer literacy in Microsoft Office programs, including Microsoft Word, Excel and PowerPoint.
- Proficiency in entering statistical data points in Apricot system within 1 month.
- Basic knowledge of general office equipment is required.
- Regularly expanding knowledge base on topics of gendered violence, impacts of domestic and sexual assault on the community, working with survivors of violence, and more by reading literature, blog and news posts, etc. is expected.
- Knowledge of family law legal procedures preferred.

### ***Physical Requirements***

- Ability to speak English and Spanish fluently is a requirement.
- Must have the ability to communicate with clientele over phone, electronic correspondence and in-person.
- 85% - 100% of the fundamental job requirements occur inside the emergency shelter facility at the FJC. The Family Justice Center is a co-located facility operated by the Ventura County District Attorney's Office in Ventura, CA.
- Up to three to four families may be residing in the shelter at one time, which includes adults and children. There are times that the noise level in the shelter is elevated above normal conversation levels.
- Central air and heating is available in the FJC shelter and can be controlled by staff.
- May be required to stand, sit, stoop, bend, and lift/move up to 20 lbs.
- Coalition for Family Harmony may accommodate to these physical requirements upon request.

### ***Mental/Social Requirements***

- Must be able to demonstrate working effectively with and showing respect to all survivors of violence, including those from diverse ethnic, cultural, religious, socioeconomic, sexual preferences and/or identities, gender identities/expression, and political backgrounds.
- Ability to communicate and write clearly and professionally is required.

- Must demonstrate ability to navigate crisis and solving problems independently, using best judgment and critical thinking skills.
- Must maintain a positive, friendly, and welcoming attitude with staff and residents at emergency shelter and within the organization.
- Must utilize assertiveness, professionalism and non-violent communication when handling issues with residents or staff.
- Staff is expected to use initiative in approaching and working with residents of the shelter; they are also expected to use initiative during down time to identify and work towards program needs.

#### **OTHER INFORMATION**

- Must pass extensive background check
- **Travel may be required for this position.** Modes of transportation expected for this position to utilize are by automobile or airplane.
- The option to **telecommute** (or to perform essential job duties at home) is assessed on a case-by-case basis by Reporting Manager and, if necessary, by others on the management team.