

WICHITA FAMILY CRISIS CENTER
Job Description

TITLE AND CLASSIFICATION:
Outreach Advocate

FTE : 1.0 **Status :** Non-Exempt **Supervisor:** Outreach Manager

SUMMARY

Under general direction from the Outreach Manager, the Outreach Advocate provides advocacy, supportive services and service plan development for clients. The work performed by the Outreach Advocate is central to the daily operation of an effective community based domestic violence program that provides supportive services to non-residential clients. The Outreach Advocate will be required to share in on-call rotation responsibilities and occasionally work hours outside of regular business hours, including nights, holidays, and weekends.

The major responsibilities for the Outreach Advocate are: (1) to coordinate services for people who have been victimized and have barriers to service; (2) to conduct systems advocacy on behalf of domestic and/or sexual violence victims; (3) to promote awareness of domestic and/or sexual violence services in Sedgwick, Cowley, and Sumner Counties; and (4) to facilitate classes and support groups for domestic and/or sexual violence victims.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The responsibilities for the Outreach Advocate are:

- Assist in developing and maintaining outreach activities in the community. Assess the needs relating to domestic and/or sexual violence, including sexual exploitation victimization
- Identify safety issues with clients and develop individual safety plans
- Work with clients to identify advocacy needs and develop a personalized service plan
- Assist victims/survivors with informed referrals to community resources
- Provide supportive services as needed for clients, including crisis intervention, personal advocacy, medical advocacy, court advocacy, law enforcement advocacy, supportive counseling, parent and child advocacy, and child/youth advocacy
- Facilitate education and support groups for clients
- Provide awareness and education presentations that are made in schools, community centers or other public forums and that are designed to identify crime victims and provide or refer them to needed services
- Maintain professional contact with community resources to keep current on services available to victims and knowledge of appropriateness for domestic and/or sexual violence victims, including victims of sexual exploitation
- Advocate for victims/survivors with systems (law enforcement, housing, immigration, etc.)
- Assist with recruitment and/or training of volunteers, as directed
- Assist Outreach Manager in the evaluation of services and needs for domestic and/or sexual violence victims living in Sedgwick, Cowley and Sumner Counties
- Enter program demographic and service statistics into database; complete reports as directed

- Participate in regular meetings and trainings to coordinate services and enhance professional development
- Conduct all duties from an evidence-driven, trauma-informed, and survivor-centered model
- Assist Medical Advocate in responding to victims at medical facilities during periods of high call volume and/or during on-call rotation.
- Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES: N/A

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

Professional experience or training in early childhood education, parenting education, case management, counseling, domestic violence, economically disadvantaged, or other social issues preferred. Experience in public speaking preferred.

Skills and Abilities

The incumbent must demonstrate the following skills:

- excellent interpersonal skills
- team building skills
- analytical and problem solving skills
- decision making skills
- effective verbal and listening communications skills
- attention to detail and high level of accuracy
- effective time management and organizational skills
- effective written communications skills
- strong knowledge and experience in use of Microsoft Office products
- stress management skills

PERSONAL ATTRIBUTES

The incumbent must maintain strict confidentiality in performing the duties related to agency business. The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics
- ability to maintain professional relationships with co-workers

EDUCATION AND EXPERIENCE

Undergraduate degree required. Experience in social services may be considered in lieu of degree.

CERTIFICATION, REGISTRATION, OR LICENSE

Class C driver's license, motor vehicle, and insurance required.

Background check required.

EXPOSURES

Controlled inside work environment with noise/vibrations from general office equipment. Frequent exposure to other environments such as public buildings, etc. Minimal exposure to fumes/dust/odors.

PHYSICAL DEMANDS

- **Work Type:** Light, exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Climbing/Balancing/Freedom to Move:** May be assigned to multilevel building with some floors accessible by stairs only. Minimal required to move about office. Sit about 25 percent of time.
- **Stooping/Bending:** Minimal.
- **Reaching:** Occasional, overhead as well as horizontal and down.
- **Vision:** Adequate to perform essential functions.
- **Color vision:** No particular color vision requirement.
- **Hearing:** Frequently perceive nature of sounds by ear.
- **Speech:** Frequently express ideas by means of spoken words.
- **Eye/Hand/Foot Coordination:** Frequently operates equipment requiring moderate ability.
- **Manual Dexterity:** Frequently operates equipment requiring moderate ability.

ENVIRONMENTAL CONDITIONS

The incumbent is located in an open area office. The incumbent is faced with frequent interruptions and must meet with others on a regular basis. Controlled inside work environment with noise/vibrations from general office equipment. Frequent exposure to other environments such as community buildings, and other offices, etc. Minimal exposure to fumes/dust/odors.

SENSORY DEMANDS

The incumbent will also spend time on the computer entering information which requires attention to detail and high levels of accuracy. Noise levels can vary greatly from quiet to loud and will include ringing of telephone, door bells and multiple conversations between individuals.

MENTAL DEMANDS

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people with multiple barriers such as addiction, depression, anxiety, trauma, physical injury or other special needs and/or limitations.