



06/23

## Community Action Partnership of Madera County

**JOB TITLE:** ADVOCATE II / III

**DEPARTMENT:** Victim Services

**REPORT TO:** Victim Services Coordinator

**SUPERVISE:** N/A

**COMPENSATION:** Range 20.0 / 21.0

**FLSA:** Full-time; Non-Exempt

**JOB OVERVIEW:** This position is responsible for providing crisis intervention, emotional support, and advocacy to victims/survivors of crime and abuse.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, core competencies, and/or physical required. Completion of the Sexual Assault/Domestic Violence Counselor training per Evidence Code 1035.2-1035.4 and 1037.1 may be required. California Victim Witness Entry Level Advocate Training may be required within one year of employment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and EXPERIENCE:**

#### **ADVOCATE III / Victim Services**

- Bachelor's degree in Criminology, Victimology, Social Work, Sociology, Psychology, or a related field.
- Three years' experience in social services case management preferred.

#### **ADVOCATE II / Victim Services**

- Associate's Degree in Criminology, Victimology, Social Work, Sociology, Psychology, or related field
- Two years' experience in social services case management preferred.

### **ABILITY TO:**

- Use Microsoft Outlook, Teams, 365 products.
- Communicate effectively orally and in writing with individuals and groups; public,

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private, and governmental agencies, particularly criminal justice agencies.

- Communicate and deal effectively with individuals and groups in stressful situations.
- Work effectively under conditions of limited supervision, high stress, and rapidly changing situations and circumstances.
- Read, speak, and write Spanish is preferred.

### **KNOWLEDGE OF:**

- Skills in crisis intervention and counseling techniques.
- Effectively communicates with various socioeconomic and cultural backgrounds.
- Criminal justice system, family law court, and community resources.

### **CORE COMPETENCIES:**

- Customer Commitment – proactively seek to understand the needs of our customers and provide the highest standards of services.
- Dedication to Professionalism and Integrity – demonstrates and promotes fair, honest, professional, and ethical behaviors that establishes trust throughout the organization and with the communities we serve.
- Organizational Excellence – takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of our programs and services.
- Success through Teamwork – collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

### **GENERAL PHYSICAL REQUIREMENTS**

- Exerting up to 15 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Able to maintain regular, punctual attendance consistent with the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA), California Family Rights Act (CFRA) and other federal, state, and local standards.
- Able to perform the essential job functions consistent with the ADA, FMLA, CFRA and other federal, state, and local standards.

## **MAJOR DUTIES & RESPONSIBILITIES:**

### **LEADERSHIP**

- Adheres to and applies the CAPMC mission, values, standards, policies, and procedures.
- Attends mandatory new employee orientation/ mentor activities.
- Attends trainings, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC

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mission, standards, values, and grant requirements.

- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.
- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models' professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

### **CRISIS INTERVENTION:**

- Responds empathetically to victims of crime to reduce levels of trauma and provide support.
- Participates in 24-hour crisis response assistance on a rotational basis.
- Shelters, or makes shelter referrals, for appropriate clients.
- Assists client in obtaining emergency food & clothing.
- Provides transportation when necessary and safe.
- Provides short-term peer counseling to victims and witnesses of crime.
- Provides accompaniment services to victims in law enforcement, medical, legal proceedings, and other appointments as deemed necessary.
- Responsible for referring individuals to appropriate community resources for additional assistance and counseling.

### **CASE MANAGEMENT:**

- Contacts with victims within 72 hours, or the next business day.
- Conducts safety plans with clients.
- Provides case management to track client's progress.
- Serves as a liaison between the client and other resources.
- Advocates for household assistance to prevent homelessness.
- Provides court support, i.e., provides general information regarding the criminal justice system, acts as court escorts and provides information on the status of

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the client's case.

- Mentors clients to self-independence.
- Assists with the completion of restraining orders (case by case).
- Assists in completing an application for the Victims Compensation Program.
- Assists with translation of Victim Impact Statements.
- Assists with applying for U-VISA and T-VISA applications.

### **DOCUMENTATION/RECORD KEEPING:**

- Creates client file and inputs services in VS Tracking.
- Maintains records and statistical data reports, where applicable.

### **COMMUNITY AWARENESS AND TRAINING:**

- Provides presentations and training to community agencies, staff, and volunteers.
- Promotes the use of our crisis hotline to community partners.
- Conduct outreach.

### **OTHER DUTIES:**

- Adheres to the Americans with Disabilities Act of 1990 (ADA), which prohibits discriminatory actions toward any qualified individuals. Children with disabilities are enrolled in the classroom as mandated by federal and state laws.
- Ensures strict compliance with universal precautions during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

### **LIMITS OF AUTHORITY**

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

### **OTHER REQUIREMENTS:**

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to CAPMC's policy.
- Must complete all background requirements: references, sex offender registry check, livescan checks, a pre-employment health and drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, and receive satisfactory clearance from all licensing and investigative

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authorities. Employment is contingent upon receiving clearances from appropriate authorities.

- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to always ensure maximum safety for oneself, fellow employees, clients, and children.

### **PHYSICAL ACTIVITIES**

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing, or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, stairs, and the like, using feet and legs and/or hands and arms. Hands and arms may be used for balance, such as holding a railing.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Driving:** Driving is the operation of a motorized passenger vehicle or other vehicle such as forklifts, golf carts, riding mowers.
- **Eye/Hand/Foot Coordination:** Performing work through using two or more body parts or other devices.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Fine Manipulation:** Touching, picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.
- **Foot or Leg Controls:** Use of one or both feet or legs to move controls on machinery or equipment. Control includes, and is not limited to, pedals, buttons, levers, or cranks.
- **Gross Manipulation:** Seizing, holding, grasping, turning, or otherwise working with the hand(s). It is often present when lifting involves the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as tin snips or scissors.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes, or alarms). This includes in person speech, other remote speech, other sounds, telephone, video conference.
- **Keyboarding:** Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine, or 10-Key numeric keypad.

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- **Kneeling:** Bending legs at the knees to come to a rest on knee(s).
- **Lifting or Carrying:** Lifting is raising or lowering an object from one level to another. Lifting can include an upward pulling motion. Carrying is to transport an object – usually by holding it in the hands or arms or wearing it on the body.
- **Pushing or Pulling:** Pushing is exerting force upon an object so that the object moves away from the origin of the force. Pulling is exerting force upon an object so that the object moves toward the origin of the force. Pushing or pulling may involve use of hands or arms and/or feet or legs done with one side of the body or both sides.
- **Reaching at or below Shoulder Level:** Reaching at or below the shoulder is present when there is 'Reaching,' but it does not meet the threshold for 'Overhead.' 'Overhead' and 'At or Below the Shoulder Reaching' can be present in the same task.
- **Reaching Overhead - Extending the arm(s) with the hand(s) higher than the head** and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.
- **Repetitive Motions:** Making frequent on continuous movement.
- **Alternate Standing/Sitting at Will:** The ability to alternate between standing and sitting is present when the employee has the flexibility to choose between standing or sitting as needed.
- **Sitting:** Remaining in a seated position.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- **Standing or Walking:** Standing is to remain on one's feet in an upright position without moving about. Walking is to move about on foot.
- **Stooping:** Stooping is bending the body forward and down while bending the spine at the waist 45 degrees or more either over something below waist level or down towards an object on or near the ground.

### **VISUAL ACUITY**

- **Near Visual Acuity:** Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.
- **Far Visual Acuity:** Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.
- **Peripheral Vision:** Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.

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### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **WORKING CONDITIONS**

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.

***To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.***