



Connecticut Coalition Against Domestic Violence

## Job Description

**Position Title:** Domestic Violence Advocate  
**Reports To:** Safe Connect Program Manager  
**Status:** Full Time  
**Shifts:** 1<sup>st</sup>, 2<sup>nd</sup> or Overnight Awake (*Due to Safe Connect's 24/7, 365 days per year operation, advocates will be required to work specified weekend and holiday shifts*)

### Summary

Domestic Violence Advocate for Safe Connect's statewide services will provide crisis intervention, information, referral, and ongoing advocacy to survivors of domestic violence at their initial point of contact via telephone, text messaging, email or video relay. This position necessitates a commitment to actively working in partnership with victims of domestic violence to develop plans to increase their safety and preserve their right to autonomy (i.e. Safety planning and survivor-defined advocacy).

### Specific Responsibilities

*The following descriptions include essential functions of the job and does not imply that these are the only duties to be performed. Employees will be required to follow other job-related duties as deemed necessary and requested by their supervisor or management.*

### **Client Contact**

- Triage client contact for service needs, assessing for immediate danger & risk
- Emotionally support and counsel clients
- Develop safety plans for each individual or family's unique situation, including plans that address: staying, leaving, long-term safety, children, substance use, mental health, etc.
- Complete client intake and referral for services such as individual counseling or shelter
- Deliver information and referrals to community resources outside of the domestic violence network
- Provide advocacy within, and outside of, the domestic violence network regarding clients' needs
- Offer Victim Compensation information and assistance in filling out application forms
- Provide technical assistance to member organization staff or volunteers who call or email Safe Connect, such as problem solving assistance requested by the domestic violence organization staff

### **Administrative Service**

While not responding to hotline calls or messages, the Domestic Violence Advocate will demonstrate initiative in making efficient use of time through activities such as:

- Ongoing client advocacy and case management (i.e. completing follow-ups and referrals to ensure smooth transfer of services)
- Program development (i.e. building upon existing hotline resources and information)
- Quality Assurance (i.e. reviewing case notes and hotline data)

## **Commitment to Learning**

Safe Connect Advocate will possess an open and positive attitude towards ongoing learning and community building, to include both providing and receiving support and constructive feedback to fellow team members. Additionally, this may include some of the following duties to promote skill development:

- Research and review materials related to assigned area of expertise
- Participate in peer-to-peer learning activities
- Assist in the development of CCADV trainings on topics including, but not limited to, crisis intervention, safety planning and counseling skills
- Flexibility to attend team meetings that may fall outside of regularly scheduled hours

## **Knowledge and Skills**

The Statewide Domestic Violence Advocate possesses, at minimum, a bachelor's degree in a related field—although a combination of appropriate higher educational training and work or intern/volunteer experience may be considered (i.e. two years of work experience is equal to one year of college education). The Advocate must have extensive knowledge of the dynamics of domestic violence and its effects on adult and child victims with a demonstrated history of successful advocacy on behalf of survivors of domestic violence or other vulnerable communities, being preferred. The ability to work with survivors of diverse backgrounds, values and life experiences is required. Due to the high level of empathy and sensitivity vital to address all incoming calls & messages, the candidate will possess advanced communication skills that allow for working independently and as a team member. We also ask the following of the candidate:

- Verbal and written fluency in English and Spanish. Bilingual individuals of other growing, culturally specific communities within Connecticut are encouraged to apply.
- A comprehensive understanding of the services and programs of the Connecticut domestic violence providers, as well as community resources
- Ability to maintain service records and complete accurate statistical and narrative reports to be submitted in a timely fashion
- Successful completion and maintenance of domestic violence counselor certification, per CGS 52-146k
- High degree of comfort operating computer-based technology and various information databases

*CCADV is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.*

*For additional information, questions or application, contact:*

[business@ctcadv.org](mailto:business@ctcadv.org)

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