



Job Description: On-Call Client Advocate (Graveyard)
Reports To: Director of Supportive Housing
FLSA Status: Part-Time/On-Call, Non-Exempt

Summary

The On Call Client Advocate acts as a substitute for WSLB Client Advocates who call in sick, take vacation or holiday time off. They are responsible for providing support to the clients residing at the housing facility as necessary during a variety of shifts including weekends, graveyard shifts, holidays and other hours as needed, but primarily the graveyard shift. The On-Call Client Advocate will primarily be responsible for providing crisis intervention, counseling, referrals, support services and advocacy to victims of domestic violence in a confidential and safe environment.

Responsibilities (Other duties may be assigned)

- Conduct client/family intakes, complete needs assessments, create safety plans, and complete departures for clients/families
- Ensure clients/families receive immediate medical attention, mental health support, and prescriptions as needed
- Ensure completion and accuracy of CalWORKs, TAY, and other grant related paperwork and review files for completeness and accuracy for audits
- Assist case managers in a variety of tasks
- Know, understand, and observe mandated reporting requirements and file reports with the appropriate authorities as required by law
- Provide supervised activities for children whenever parents need assistance
- Responsible for cleaning and maintaining shelter including work areas, offices, clients' rooms, washing beddings, vacuuming, etc.
- Respond to 24-hour Hotline, business line and provide appropriate referrals to all callers
- Perform job duties using trauma-informed practices, philosophy and interventions
- Conduct phone assessments for potential shelter clients and DVRC outreach intakes
- Facilitate support groups and provide peer counseling
- Provide crisis intervention, parenting education, self-esteem, healthy coping skills, independent living skills, etc.
- Attend trainings as needed to ensure competency in service to DV victims and their families
- All staff are required to maintain adequate documentation of direct services provided to clients. Documentation may include database management, maintenance of client files including intakes, service counts and case notes, timecards, and any other data required by supervisors for funding entities.

Requirements

- ✓ High School Diploma required; Bachelor's Degree in Human Services, Social Work, or related field preferred
- ✓ 1 year case management or other social service experience
- ✓ 40-hour training required within 90 days of employment
- ✓ Computer skills. Fluent with Microsoft Office Programs. .

Skills Required

Ability to read and write English and Spanish effectively; strong verbal communication skills; strong organizational skills; accurate and detailed record keeping and reporting, ability to work independently; self-starter and self-motivated and able to learn new tasks

Please send resume and cover letter to Amy Micheo, HR Coordinator at amicheo@womenshelterlb.org

The WomenShelter of Long Beach is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

Revised Date: 9/2/2020