



## JOB DESCRIPTION

Position Title: Outreach Advocate (Family)

Reports To: Director of Outreach

Major Function: To provide outreach services to survivors of domestic violence and their children. To work directly with Director to implement and supervise Outreach programs that better serve and expand services to families receiving Outreach services. To provide crisis intervention, safety education, information and referral, and criminal justice advocacy for callers on the Outreach helpline and “walk-in” program participants who seek services through the Outreach Department.

### **ILLUSTRATIVE DUTIES:**

- A. Provide telephone crisis intervention, community referrals, and criminal justice advocacy to callers and/or walk-in program participants.
- B. Provide support, education, and safety planning to survivors of domestic violence.
  1. Work directly with Director to implement, oversee and supervise Outreach programs that better serve and expand services to families.
  2. Facilitate at least 1 Outreach workshop/program per month that focuses on the needs of both participants and their children, including supervising volunteers.
  3. Create and maintain Family Resource Directory to assist participants in obtaining self-sufficiency.
  4. Initiate and complete intake documents and procedures.
  5. Complete all required paper work and computer entries in a timely manner to include Osnum data entry.
  6. Work with program participants to assist them in assessing their needs, developing and implementing a goals plan, and supporting their progress.
  7. Coordinate services with community agencies through referrals and monitoring service delivery to meet the goals of each program participant.
  8. Provide program participants with crimes compensation information and paperwork if appropriate.
  9. Complete all monthly record keeping and statistics in a timely manner.
  10. Facilitate at least one domestic violence support group per week to take place at CASA’s Community Center.
  11. Provide back-up facilitation for remaining weekly domestic violence support groups throughout the community in unscheduled absence of the facilitator.
- C. Other duties as assigned by the Outreach Director.

**GENERAL DUTIES:**

1. Regular work attendance including punctuality.
2. Ability to climb stairs.
3. Attend and participate in case conferences, staff meetings and trainings.
4. Provide input for program development.
5. Assist with training and supervision of volunteers
6. Complete other special projects as requested by the Director of Outreach and Visitation Services.

**QUALIFICATIONS:**

1. Bachelor's degree in related human services or has equivalent life experience.
2. Experience working with survivors of domestic violence or other crisis experience preferred.
3. Background in child development or education preferred.
4. Knowledge of community resources and the ability to maintain working relationships with other agencies.
5. Agree to participate in Child Abuse Registry review.
6. Ability to lift up to fifty (50) pounds.
7. Ability to work a flexible schedule.
8. Willingness to drive agency vehicles as needed.
9. Must have direct access to reliable transportation during all working hours.
10. Ability to function independently and work cooperatively as a member of a team.
11. Valid Florida State Driver's License to be verified annually.
12. Participate in a background check and fingerprinting upon employment.

By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the agency.

---

Signature

---

Date