

POSITION TITLE: Client Support Advocate

DEPARTMENT: Empowerment Center

SUPERVISION RECEIVED: Director of Programs

SUPERVISION EXERCISED: None

FLSA STATUS: Non-Exempt /20.0 hours

DESCRIPTION OF DUTIES:

Primary Duties:

- Welcome survivors and other visitors to SAVE’s Empowerment Center.
- Assess immediate needs of walk-in survivors and assist them to connect with the appropriate staff.
- Provide walk-in survivors with emergency food, clothing and other necessities.
- Provide information and referrals to survivors calling the business line and route them to the crisis line as appropriate.
- Respond appropriately to calls from the general public.
- Maintain a safe and secure environment in the lobby and entry, ensuring survivor privacy and confidentiality at all times.
- Ensure that spaces for clients (lobby, meeting rooms, client kitchen) are welcoming, clean and well-maintained.
- Support the delivery of client services by: stocking and maintaining the client kitchen, organizing and distributing hygiene supplies, maintaining distribution systems and documentation for client transportation and other resources.
- Assist with the scheduling of groups, workshops and client appointments by maintaining related calendars, schedules and room reservations.
- Manage food and office supply orders for Empowerment Center and safe house.
- Provide administrative support to Empowerment Center staff (i.e. receiving and distributing mail, managing petty cash, assisting with projects, accepting/recording in kind and monetary donations, managing postal meter).
- Assist with support of volunteers including tracking volunteer hours.

Secondary duties:

- Attend staff meetings, team meetings and trainings as scheduled or assigned by supervisor.

- Complete timesheets, client data and service documentation in a timely and accurate manner.
- Other duties may be assigned by your supervisor as needed.

QUALIFICATIONS:

EDUCATION AND EXPERIENCE

Ability to perform the duties described above. A typical means of acquiring those abilities would be:

- Two years of front desk or client services experience in a domestic violence or other social service agency.
- Completion of 40-hour domestic violence training.

ADDITIONAL REQUIREMENTS:

- Strong preference will be given to candidates who are bi-lingual in Spanish, Hindi, Punjabi, Farsi, Dari or another language frequently spoken by SAVE clients.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, clients, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.
- Strict adherence to organization's confidentiality and privacy policies, and the ability to recognize sensitive issues and act accordingly.
- Demonstrate a high level of compassion and sensitivity to victims, their children, and the issue of domestic violence.
- Ability to work in a crisis-oriented environment.
- Ability to adapt to a variety of environments or work demands.
- Ability to multitask, prioritize, and organize in a fast-paced environment, both independently and as a part of a team.
- Impeccable attention to detail, including ability to self-monitor work to ensure accuracy.
- Excellent organizational and time management skills.
- Excellent written and oral communication skills.
- Valid CA driver's license and current automobile insurance.
- Excellent computer skills with knowledge of Microsoft Outlook, Word, Excel, PowerPoint, Publisher. Experience with a client services data base preferred.
- Open to coaching, instruction, and guidance.
- Be committed to the mission and values of SAVE.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions

<u>PHYSICAL ACTIVITIES</u>	-----Amount of Time Spent-----			
	Rarely 0 – 12%	Occasionally 13 – 33%	Frequently 34 – 66%	Regularly 67% +
Seeing: Must be able to see and read with or without corrective lenses.				X
Hearing: Must be able to hear adequately to communicate with people in person and via phone systems.				X
Sitting			X	
Standing/Walking			X	
Climbing/Stooping/Kneeling/Bending			X	
Lifting/carrying up to 25 lbs		X		
Lifting/carrying over 25 lbs		X		
Pulling/Pushing/Reaching				X
Grasping/Feeling/Finger use of both hands: Must be able to write, type, use a keyboard and telephone system.				X

This job description is subject to change at any time. This is not a contract and duties may be added to meet business needs. By signing below the employee acknowledges that she/he has reviewed and received a copy of this job description and understands the functions of her/his position.

Employee Signature

Date

Print Name