



Position Description

Direct Services Advocate

About our organization:

The Friendship Center is the #1 community resource for addressing and preventing domestic violence, sexual assault and stalking in Lewis and Clark, Broadwater and Jefferson Counties. We serve clients of all genders and backgrounds through free and confidential services including shelter, advocacy, education and outreach. Our mission is to be a safe haven for victims of domestic violence, sexual assault and stalking, while empowering every person in our community to flourish in relationships free from violence and intimidation. We do our work so that every person in the tri-county area can thrive in safe and healthy relationships. To learn more, visit our website www.thefriendshipcenter.org.

Date: March 2023

Summary: This is an hourly position responsible for providing trauma-informed crisis intervention, advocacy, and support to victims/survivors of domestic violence, sexual assault, and stalking.

Supervisor: Client Services Manager

Pay Range: \$22.00-25.00/hour plus benefits depending on experience. Employees are eligible for life insurance, retirement with 6% employer contribution after one year of employment, vacation, and sick/wellness leave. Employees who work more than 30 hours are eligible for health, vision, and dental insurance.

General Schedule: This position is 1.0 FTE hourly and nonexempt position.

To Apply: Email resume and cover letter to Sarah Kamis at sarah.k@thefriendshipcenter.org. Applications will be accepted until position is filled.

Primary Roles and Responsibilities

1. Provide initial response and a broad range of supportive services to victims/survivors (e.g. emotional support and information regarding abuse, safety, agency and community resources).
2. Work with partners to coordinate care or provide support (e.g. medical/therapy, law enforcement, court, CPS, or other meetings as requested by clients).
3. Coordinate with the Direct Services Team to provide financial assistance, material assistance, and other basic needs support.

4. Provide information and referrals to other service providers and community resources.
5. Document all services provided, maintaining accurate and detailed records.
6. Primary coverage or back-up support for 24-hr crisis line on rotating evenings and weekends.
7. Attend community meetings to build and maintain partnerships.
8. Work with supervisor to develop a burnout prevention and wellness plan to mitigate impact of secondary trauma.
9. Other duties and responsibilities as assigned.

Knowledge, Skills, and Abilities required:

1. Experience in human services, psychology, social work, women's studies, or other related fields.
2. Ability to problem-solve and to set personal and professional boundaries.
3. Ability to understand and maintain strict adherence to confidentiality, safety procedures, and advocate privilege.
4. Clear and effective written and verbal communication skills, including listening.
5. Commitment to provide dignified and trauma-informed interactions in a setting that can be unpredictable and active.
6. Must be able to interact with and learn database systems and other computer programs.
7. Ability to work cooperatively and effectively with other community-based services and systems professionals.
8. Ability to work both independently and in small team settings. Comfortable taking initiative but also committed to sharing information and working well in a team.
9. Must be able to perform physical labor, lift heavy objects, and move furniture as needed.
10. Possess a valid Montana driver's license and automobile liability insurance.
11. Successful background check required.