

## **New Horizons Shelter and Outreach Centers**

**Position Title:** Outreach Advocate – Bilingual  
**Reports to:** Lead Outreach Advocate  
**Date of Review:** January 2022

**Summary:** The Outreach Advocate is responsible for supporting and advocating for the adult victim of domestic abuse, sexual violence, and human trafficking. The Outreach Advocate is responsible for exercising discretion and judgment regarding each individual client's needs to assist the client in obtaining a life free of abuse and its effects.

**Hours:** This position is full-time hourly. The ability to work flexible hours is necessary and duties will require working days, evenings, and some weekends to accommodate client and/or organizational needs. Overtime must have prior approval and/or be assigned by a supervisor. Travel is required.

### **Qualifications:**

- High school diploma or equivalent required
- BA/BS in a human services field preferred
- Embracement of the mission of New Horizons
- Experience working with trauma survivors required
- Excellent computer skills including knowledge of Microsoft Office required
- Ability to manage multiple projects simultaneously required
- Extreme tact and discretion required
- Experience in crisis intervention preferred
- Knowledge of domestic violence, sexual assault, and human trafficking preferred
- Bilingual in Spanish and English required (Oral and Written)

### **Competencies:**

- Respectfulness and relationship building – builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect
- Team focused and collaborative – promotes cooperation and commitment within a team to achieve goals and objectives
- Self-accountability and work standards – set high standards of performance for self and assumes responsibility and accountability for successfully completing assignments or tasks
- Stress tolerance – maintains composure in highly stressful or adverse situations
- Conflict management – helps others to effectively resolve complex or sensitive disagreements or conflicts

- Valuing diversity – helps to create an environment that embraces and appreciates diversity
- Confidentiality, integrity, ethics, and trust – maintains confidentiality and earns others' trust and respect through consistent honesty and professionalism in all interactions

## **Principal Duties and Responsibilities:**

### **COMMUNICATION EXCELLENCE**

- Model effective communications
- Communicates important information to the direct supervisor. If necessary and appropriate, will communicate to other staff.
- Maintains appropriate client files, statistics, forms, and other record-keeping as required
- Completes all paperwork and entries into the client records database by the end of each workday
- Provides oral and written translation services for the agency and its clients
- Promptly addresses difficulties or problems appropriately per agency protocol
- Attends and participates in agency meetings as directed by supervisor

### **DIRECT SERVICES**

- Interacts sensitively with traumatized populations
- Understands and utilizes principles of trauma-informed care and the empowerment philosophy of advocacy
- Provides a varying number of clients with crisis intervention; supportive and active listening; choices and options; supportive goal-oriented counseling; safety planning; educational counseling related to domestic abuse, sexual violence, and human trafficking; resources and referrals to social service agencies; legal advocacy and court support
- Provides Crime Victim Compensation information
- Models non-violent conflict resolution and uses non-violent forms of guidance that are culturally sensitive and non-judgmental
- Models and actively promotes positive, nurturing interactions
- Facilitates support groups and peer support
- Takes appropriate steps to deal with emergency situations with the goal of maintaining the safety of all
- Maintains client files, statistics, forms, and other record-keeping as required; all paperwork and entries into the client records database by the end of each workday
- Provides cross-departmental and/or cross-functional support and direct services as assigned and/or requested
- Participates in related cross-training to ensure consistency and continuity of services and programs of the agency

## COMMUNITY PUBLIC RELATIONS, COLLABORATION, AND EDUCATION

- Is socially sensitive
- Develops, enhances, and ensures relationships are established within the Spanish-speaking community
- Provides public education which focuses on domestic abuse, sexual violence, and human trafficking as appropriate, necessary, and assigned
- Establishes sound and collaborative relationships with community groups and service providers
- May be assigned to attend community collaboration events i.e. committees relating to domestic abuse, sexual violence, and human trafficking issues
- Is present at functions that promote our organization and access to our services and programs

### **Other Responsibilities and Requirements:**

- Adheres to agency policies and work rules, including strict adherence to New Horizons confidentiality policies
- Has reliable transportation, a valid driver's license, and vehicle insurance
- Is required to attend one Crime Victim Compensation (CVC) Training through the Office of Crime Victim Services within one year of employment
- Is committed to professional development and requests to attend a minimum of two trainings per year outside of the organization. These trainings must be related to domestic violence, sexual assault, human trafficking, stalking, harassment, or related areas
- Trains and supervises volunteers as appropriate ensuring volunteers receive a well-rounded experience
- Engages in and models supportive, healthy relationships through setting boundaries and demonstrations of respect with clients and co-workers
- Maintains a clean, organized, and comfortable environment within the organization
- Performs other duties as assigned by supervisor

### **Working Conditions:**

- Work is normally performed in an office and/or residential setting but is not limited to the organization
- Constant interpersonal interactions
- Frequent changes in duties, tasks, and circumstances