

## **WOMEN HELPING WOMEN: Job Description**

**POSITION TITLE:** LGBTQ Outreach Advocate (1.0 FTE)

**FUNCTION:** Provides crisis intervention and support, advocacy, information, and referral to survivors of sexual assault, domestic violence, and stalking with a focus on LGBTQ+ survivors. This includes telephone, written, hospital, court, face-to-face and support group advocacy. Works consistently within the mission, vision, and values of the Agency.

**KEY JOB RELATIONSHIPS:** Reports to Hamilton County Court and Outreach Supervisor, serves survivors, collaborates and coordinates with community agencies, organizations to provide appropriate resource/referral sources.

**QUALIFICATIONS:** BA/BS in Education or Human Service Related Field or equivalent experience required. Experience and competency in working with LGBTQ+ communities required. 1 year of experience in field (SA, DV, crisis intervention with victims, advocacy) preferred. 1 to 2 years of experience delivering direct services in field preferred. Experience in training / education delivery preferred. Computer literacy (MS Office, databases, email, etc.) required.

### **RESPONSIBILITIES & EXPECTATIONS:**

#### **Programming**

Provides direct crisis intervention services to survivors of sexual assault, domestic violence, and stalking.

- Provides telephone and one-on-one crisis intervention, hospital advocacy, civil and criminal court accompaniment, and support group facilitation.
- Makes appropriate assessment of abuser and survivor lethality danger, assists client with safety planning and provides information and referrals with each client as appropriate.
- Makes needed assessment of abuser/primary aggressor, independently of assessments made by law enforcement or the courts, and ensures that all survivors of abuse are served regardless of their status as a Defendant, pursuant to Agency policy.
- Accompanies clients to proceedings/appointments/meetings as needed to provide information, advocacy, support, and safety.
- Advocates for survivors based on survivor-defined goals and with the consent of the survivor.
- Facilitates educational and/or support groups for clients, as assigned.
- Maintains access to reliable transportation and maintain insurance on vehicle(s) used for duties.
- Provides outreach presentations to community entities/events to reach survivors within LGBTQ+ communities.
  - Provides program services that are:
    - Client focused to support and meet client/community needs.
    - Excellent in quality and empowering to the clients.
    - Affirms the value of diversity and inclusion, and is respectful to all survivors (e.g., gender identity, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation).

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### **Outcome Analysis of Programs & Continuous Improvement**

- Maintains highly accurate records / reporting systems / statistics and submits on time (e.g., documentation for WHW, for funders, for partner agencies).
- Participates in the on-going process of evaluation and revising policies, procedures, and forms as appropriate.
- Maintains file information that is usable and accessible to colleagues.

### **Agency Teamwork**

- Establishes and maintains effective and professional working relationships with coworkers, volunteers, interns, donors, and board members.
- Participates in any additional training and development opportunities provided by the Agency.
- Provides training, support, and evaluation of volunteer and interns assigned to this position, including verification of observation logs, as requested by supervisor.
- Participates actively in Agency meetings and functions.

### **Community Leadership**

- Develops and maintains effective, professional, and collaborative relationships with others in the community, especially in LGBTQ+ communities.
- Collaborates with other Agency staff to ensure the provision of crisis intervention, support and advocacy is coordinated with other community systems.
- Exercises discretion when representing the Agency and maintains confidentiality in interactions within community as appropriate.
- Consistently advances the Agency and promotes positive public relations.
- Affirms the value of diversity, and is respectful of others in regards to/ does not discriminate based on gender, class, race, ethnicity, ability, religion/spirituality, cultural identity, immigrant or refugee status, and sexual orientation.

**Supervision:** N/A

**OTHER REQUIREMENTS:** To facilitate Agency effectiveness, may be expected to take on other duties assigned. Availability of transportation in order to provide service in the community is required.

**ACCOUNTABILITY:** Hamilton County Court and Outreach Supervisor

**TIME COMMITMENT:** Full-time, Monday through Friday, 8:30am to 5:00pm; some evening/weekend hours may be required for continuity of service delivery and outreach events

**PAY BASIS:** Hourly; Non Exempt

**BENEFITS:** As stated in the current Human Resources Policies

**CONFIDENTIALITY:** May be involved in confidential personnel, and interagency issues. Responsible for client confidentiality. WHW is an equality and equity opportunity employer. WHW believes in equity and inclusion and welcomes diversity of experience and expression at the Agency in recruitment, hiring, training, compensation and promotion of diverse talent