



ACCORD CORPORATION

Job Description, Qualifications, and Evaluation Documentation

Job Title: Residential Advocate
Division: Community Operations
Reports To: Domestic Violence Program Assistant Director
FLSA Classification: Non-Exempt
Job Category: Family Development Worker
Pay Range: \$17.99-29.83
Hours of Work: Subject to Call; Full time, 35 hours/week Mondays-Fridays, plus some work after hours, evenings and weekends.

Job Description approved by Human Resources Director: 5/6/2024

Job Overview:

The DV Residential Advocate applies trauma-informed practices to the provision of family development services to victims of domestic violence through education, encouragement, and empowerment of survivors, and provides comprehensive services including responding to hotline and emergencies related to the safe dwelling. Serves as an active member of the ACCORD team by supporting ACCORD Corporation operations.

Essential Job Responsibilities and Duties:

Provides comprehensive family development services for victims of domestic violence by ensuring high quality client services through the provision of daily residential activities; client advocacy, referrals and planning; by maintaining cooperative relationships with partner agencies and continually assessing participants' and program needs; and by adhering to all program safety standards; provide court advocacy, conduct safety assessments, coordinate supportive services, make and follow up on referrals, prepare family offense petitions, assist with safety planning, and respond to hotline and emergencies related to the safe dwelling.

Maintains the residential facility by cleaning and ensures compliance of health and safety standards, meal preparation, and maintains adequate and nutritious food supplies.

Completes program reporting requirements by entering all required client and program data and supportive documentation, and by completing and submitting accurate, timely reports.

Supports achievement of the Allegany County Consortium on Domestic Violence by participating in consortium activities and supporting goals.

Maintains and implements professional and technical knowledge by attending training, establishing professional networks, and documenting training attendance.

Promotes a positive agency image and credibility by adhering to our code of conduct.

Assures effective risk management practices by identifying and reporting potential safety, ethical, and legal concerns.

Contributes to team effort by accomplishing program goals and completing other duties as assigned.

Required Skills & Abilities/Decision Making:

Embraces and aligns with the agency mission and vision, and division/program goals

Follows and accurately interprets policies, procedures, and other written materials

Demonstrates skills in the use of computer word processing and data entry

Functions under a variety of working conditions and effectively manages multiple tasks and priorities and demonstrates the ability to differentiate between tasks of varying priority levels, responding appropriately

Accepts supervisor recommendations and treats colleagues, staff and program participants with respect, and performs job results in a non-judgmental manner.

Maintains a clean and safe working environment

Assesses problems accurately in terms of scope and consequences choosing the most appropriate course of action.

Complies with procedures, rules and regulations to maintain the security of the facility.

Safeguard confidentiality in compliance with program and agency policies.

Works independently with initiative, self-motivation and effective problem solving.

Time Expectations:

Will work all assigned hours and report to work on time.

Will meet all time frames and due dates without reminders.

Will make appropriate use of leave time to balance personal, agency and workload needs.

Qualifications:

EDUCATION: High School Diploma and/or Family Development Credential, Associates degree in Human Services, Applied Science or related field.

License Requirements: Current, valid driver's license and clean driving record.

EXPERIENCE: Two years of experience working with families in crisis or victim services or related field or equivalent combination of education and experience.

Environment & Physical Demands: This position may require the following physical demands and exposures:

The employee may require engaging in talking, balancing, driving, carrying objects, climbing, crawling, kneeling, stooping, grasping, using manual dexterity, seeing peripherally, sitting, listening, seeing near and far, and general lifting.

Computer work is an essential function of this position and vision strain is a potential exposure as well as potential exposure to airborne particles, chemicals, temperature, odors, weather and aggressive mental and physical behavior.

Approvals and Acceptance

I have read and understand this job description and evaluation documentation. I accept the responsibilities and agree to fulfill these duties.

Employee Signature

Date

Supervisors Signature

Date