

Sarah's Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations. Our services and initiatives focus on ending relationship violence through domestic violence crisis intervention, community education, and violence prevention programs for youth.

Job Title: Resource and Information Advocate

Department: Intervention

Reports To: Legal Advocacy Supervisor

FLSA status: Exempt/Full-time

Position Summary: Greet, provide guidance, information and referrals to victims of domestic violence at the Cook County Domestic Violence Court in Chicago.

Essential Duties and Responsibilities: Other duties may be assigned.

Provide comprehensive and quality services to victims of domestic violence and their families (includes children and teen witnesses).

The Advocate will do the following services for people access legal relief from the Domestic Violence Court:

- Provide a brief overview of available court options.
- Assess which intervention is most useful for individual's objective.
- Refer to resources inside and outside the courthouse including Legal Advocates through Sarah's Inn or other qualified organizations.
- Ensure professional relationships with clients to create an atmosphere of empathy, safety and support.
- In addition to victims of domestic violence, be able to provide these services to victims of sexual assault and stalking.

In addition to these in-person services the Advocate will:

- Provide crisis intervention and referrals for battered women and their families over the phone on the crisis line.
- Participate in the on-call rotation for crisis line in order to support crisis line volunteers and clients.
- Organize and prioritize daily services and responsibilities to ensure that client needs are met.
- Maintain accurate and current information regarding issues and policies impacting legal services to victims of domestic violence.
- Update and enhance knowledge of community resources and materials relevant to the clients we serve.
- Coordinate responsibilities with team members to ensure client needs are met.
- Ensure fulfillment of grant objectives and expectations.
- Collect minimal data from individuals served and manage corresponding paperwork
- After interacting with a Sarah's Inn client update files in a timely and accurate manner.
- After interacting with a Sarah's Inn client update client case notes and service codes in a timely and accurate manner.
- Maintain knowledge internal organizational guidelines and protocols.

Build and enhance community relationships.

- Represent the organization with professionalism at community meetings and events, and demonstrate diplomacy and tact in all interactions with various system representatives and community partners.
 - Participate and provide leadership on various external committees, task forces, and councils as assigned.
 - Collaborate with other community and county agencies on behalf of the clients we serve.
 - Develop and maintain partnerships with community programs that are in line with the mission of Sarah's Inn.
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Educate community members and professionals about domestic violence and Sarah's Inn services.

- Provide community education presentations and professional trainings.
- Participate in community awareness events.
- Provide internal training to staff, volunteers, and interns.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- BA degree and/or equivalent experience required
- One year or more experience providing direct service advocacy on behalf of victims of domestic violence and their families preferred.
- One year or more experience providing counseling, advocacy, and/or case management services to families (relevant volunteer and internship experiences included).
- Completion of an Illinois Certified 40-Hour Domestic Violence Training preferred or required to complete within two months of employment.

Knowledge and Skills:

- Excellent oral and written communication skills.
- Excellent organizational skills.
- **Fluency in Spanish, oral and written, required.**
- Demonstrated computer experience.
- Knowledge of victims', children and youth issues specifically related to domestic violence.
- Demonstrated ability to prioritize and handle a variety of tasks, and meet established deadlines.
- Ability to develop and maintain positive relationships with a wide variety of people, including but not limited to board members, staff, volunteers, interns, government officials, community partners, organizational donors and media.
- Commitment to and experience in working with people from diverse cultural, ethnic, socioeconomic backgrounds.
- Ability to work some evening and weekend hours.
- Valid driver's license, access to a reliable car with current insurance.

Sarah's Inn's Compensation Package Currently Includes: BlueCross BlueShield Health Insurance for Individuals and Families (HMO and PPO Options Available); Disability and Life Insurance Policies; Voluntary Dental and Vision Insurance and Retirement Plan Available; 15 Days of Vacation and 10 Days of Sick Time Off Per Year

EOE/M/F/D/V

How to Apply: Interested candidates should submit cover letter, resume and desired salary to employment@sarahsinn.org. Please denote in the subject line: **Applying for the Resource Information Advocate position.**
