

Position: **Client Advocate**  
Reports To: Director of Adult Programs  
FLSA Status: Full-time; Non-exempt



### **Summary:**

The Client Advocate provides comprehensive case management services to adult clients at WSLB's Domestic Violence Resource center. Case management includes a wide-range of victim/survivor services, including crisis intervention, individual peer counseling, goal setting, social service advocacy, intervention education, and more. As a direct client service staff member, those in this position are required to adhere to WSLB's client service policies and procedures, which follows a trauma-informed model of care. Compassion and a strong work ethic to provide support to victims of domestic violence and their children is required. Group facilitation is a required skill as the Client Advocate is responsible for conducting WSLB's DV and or Life Skills, Parenting Skills, Self-Esteem Skills support group at least twice a week. This position involves the timely submission of reports, accurate maintenance of client data, and entry of agency data. In addition, the Client Advocate is expected to support WSLB's outreach activities and other events as needed. Regular attendance at staff meetings, trainings, and other internal/external office meetings is required.

### **Responsibilities:**

- Conduct client/family intakes, complete needs assessments, create safety plans, and complete departures for clients/families
- Ensure completion and accuracy of CalWORKs, TAY, and any other grant related paperwork and review files for completeness and accuracy for audits.
- Serve as a liaison between the clients/families and DCFS social workers, DPSS eligibility workers, and any other service provider or public service agency
- Know, understand, and observe mandated reporting requirements and file reports with the appropriate authorities as required by law.
- Conduct weekly peer counseling groups and orientation
- Prepare topic material in advance to effectively facilitate meetings
- Provide courtesy calls to clients to ensure appointments are being met according to schedule
- Refer clients to other agencies for further assistance, based on their immediate needs
- Translate literature from English to Spanish, and provide interpretation as required

### **Requirements**

- ✓ High School Diploma required;
- ✓ Bachelor's Degree in Human Services, Social Work, or related field preferred
- ✓ Bilingual in Spanish and English
- ✓ Strong written and verbal communication skills
- ✓ Must demonstrate informed sensitivity to the issue and experience of domestic abuse and the ability to respond effectively to people in crisis
- ✓ Ability to maintain confidentiality

Please send resume and cover letter to Amy Micheo, WSLB HR Coordinator at [amicheo@womenshelterlb.org](mailto:amicheo@womenshelterlb.org)

The WomenShelter of Long Beach is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

Revised Date: 09/17/2019