



# Southwest Crisis Center

SUPPORT. ADVOCACY. HOPE.

## **Position Title: Community Resource Advocate**

**Description:** This part-time position (24-30 hours/week) will coordinate housing and other resources and advocate for those who are experiencing or have experienced domestic violence, sexual assault, human trafficking and/or child abuse. This position coordinates housing options and community resources. This position will act as a point of contact for all clients and referrals needing housing assistance and collaborate with all advocacy staff on providing wrap-around services to individuals and families.

**Reports to:** Assistant Director

**Location:** Position will be primarily housed in Worthington with travel to all 6 SWCC counties (Cottonwood, Jackson, Nobles, Murray, Pipestone, and Rock) on a frequent basis.

**Compensation:** DOQ (NOTE: To receive credit for your education and experience your resume should clearly describe how you meet each of the job duties and qualifications listed, including years and months of experience)

## **Essential Responsibilities**

### **Resource Coordination & Support**

- Provide information regarding available housing options to individuals and families who are or have experienced domestic violence, sexual assault, dating violence, stalking, human trafficking, or child abuse.
- Offer support and encouragement to individuals throughout the housing search process including, but not limited to, assistance with filling out intake forms, housing search, and coordination with other program partners and landlords.
- Work in partnership with individuals to identify their needs and priorities.
- Maintain knowledge of area resources by developing and nurturing on-going relationships with service providers, particularly related to housing and rental assistance, food and other types of assistance, and legal services.
- Develop and strengthen referral processes to quickly connect individuals and families with available resources.
- Ensure access to up to date information to better support the day to day resource navigation needs of staff and clients. This includes updating manuals, google drive, and newer versions of paperwork, etc...

- On an annual basis, work with area hotels/motels to coordinate training for all hotel staff on SWCC services and confidentiality, including updating MOUs.
- Provide back-up for Advocacy Support & Data Administrator for internal phone coordination.

### **Advocacy and Reporting**

- Provide supportive listening to survivors and crisis callers. Assist individuals with identifying their goals and tools needed to reach those goals.
- Maintain and ensure confidentiality and follow all agency/state policies on requirements related to mandated reporting.
- Be part of the on-call rotation for the 24-hour Safe Line. This includes responding over the phone and in person during and after hours.
- Be available to staff satellite office locations when needed and available.
- Assess individual needs and cultural considerations while providing trauma-informed advocacy.
- Provide access to transportation for clients.
- Provide access to safe housing for victims and children (and pets, if applicable) in alignment with the SWCC's Safe House Protocols.
- Document contact and services provided by maintaining accurate, confidential client information in an electronic database in accordance with all agency, state, and federal requirements.
- Maintain a high level of knowledge about services available to individuals in the communities SWCC serves and provide access to those services.
- Provide clear and timely narrative data and work documentation for reporting purposes

### **Outreach**

- Represent the SWCC at community meetings - including, but not limited to the Continuum of Care (including subcommittees), Homelessness & Hunger Task Force, Community Concerns, and Priority Housing.
- Educate and inform the community through tabling, presentations, area events and other communication opportunities.

### **Essential Qualifications:**

- Understand the dynamics of self-care and the ability and responsibility to recognize one's own needs as it relates to a work-life balance.
- Ability to set and maintain boundaries with co-workers and clients .
- Ability to respect others and acknowledge their experiences without judgment.

- Possess a strong sensitivity to a wide variety of cultures and beliefs, even if different from one's own and ability to accept people of diverse racial, cultural, spiritual, economic and age backgrounds.
- Ability to be self-motivated, take direction, and have open communication with colleagues.
- Possess a strong sense of professionalism as it relates to confidentiality and interactions with co-workers, systems professionals, and other staff.
- Ability to take initiative and hold one's self responsible.
- Agree with the mission of the SWCC and commit to following protocols and procedures for best practices as it relates to crime victim services.
- Successful completion of a background investigation
- Ability to work flexible hours
- Ability to travel within 6 County service area (Cottonwood, Jackson, Murray, Nobles, Pipestone & Rock)

#### **Additional Preferred Qualifications**

- Knowledge of the intersections between child abuse, sexual abuse, domestic violence, and trauma.
- Knowledge and understanding of how trauma impacts healing on an individual level and cultural level.
- Knowledge of and/or experience with the systems designed to serve individuals experiencing/who have experienced domestic and sexual violence and their children.
- Ability to understand the services, policies and procedures used by criminal justice, family court, human service and healthcare systems.
- Demonstrated ability to negotiate and facilitate collaborative responses for victims of domestic abuse.
- Have a clear understanding of the dynamics of domestic abuse and sexual assault causes and its impact.
- Ability to use and learn various technologies

To Apply – send resume, cover letter/letter of interest, and five (5) references to SWCC, Attn: Kari Voss-Drost, PO Box 111, Worthington, MN 56187 or [kari@mnsbcc.org](mailto:kari@mnsbcc.org) A review of applications will begin May 13th, 2024 and will be open until filled. To receive credit for your education and experience your resume should clearly describe how you meet each of the job duties and qualifications listed, including months and years of experience