

Job Title: Client Advocate

Location: Baton Rouge, LA

Reports To: Executive Director

Salary: Competitive

Exemption Status: Full-time, Exempt



CAPITAL AREA

Family Justice Center

Capital Area Family Justice Center (CAFJC) is a newly formed 501(c)(3) organization. Our mission is to provide survivors of domestic and dating violence with the opportunity to create safer, more stable lives for themselves and their children by providing in-depth, professionally supported, comprehensive services. This work will be carried out through multi-disciplinary collaboration and compassionate advocacy, and is driven by the highest standards of excellence. CAFJC will house a variety of partner agencies to provide client services.

Job Description

The Client Advocate serves as the initial representative and point of contact for clients seeking services. The qualified candidate is required to have a dedication to working with this population and making the client's visit as pleasant as possible. The Client Advocate will ensure that clients are assisted in completing all necessary documents and understand the contents of those documents before signing. He or she will also make certain that clients understand all the available services.

Duties and Responsibilities

- Committed to carrying out CAFJC's mission, vision, and philosophy
- Adhere to CAFJC's core values, policies, and procedures
- Understand the dynamics and needs of individuals dealing with domestic and dating violence
- Uphold the highest ethical standards and respect for confidentiality
- Establish strong rapport with clients
- Complete intake process with the client, including assessments and appropriate forms
- Answer crisis and business calls, observing guidelines for confidentiality, security and professionalism
- Work in a manner that is organized, efficient, and detail-oriented
- Interview and assess client eligibility for needs and services
- Develop appropriate safety plans with callers and walk-in clients, as appropriate
- Accept, document, and acknowledge in-kind donations
- Assist with special promotions and community education
- Be involved in program advocacy and networking for social change
- Publicize the program through posters, brochures, newspaper articles, and personal contacts
- Handle multiple tasks simultaneously and have excellent organizational skills
- Take care of yourself by being aware of personal limitations, communicating your needs to others, and asking for help when needed
- Complete mandatory domestic and dating violence training; plus 20 hours of continuing education/training annually.
- Perform other duties, functions, special projects, and responsibilities as assigned and deemed necessary by Executive Director.

Qualifications

Bachelor's degree required, social work/social service/nonprofit field preferred. Experience working with women and children in crisis helpful. Must have active and reflective listening skills, and the ability to organize and follow through on assigned tasks.

If you think this position might be right for you, please submit your resume to info@cafjc.org with the subject line 'Client Advocate: Your Name'.