

## CAWC JOB DESCRIPTION

### HCIP COUNSELOR/ADVOCATE

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| FUNCTION:       | Counselor/Advocates work as a team to provide comprehensive direct services to women and children served by Connections for Abused Women and their Children. They provide a range of crisis intervention and advocacy services to domestic violence victims through CAWC's Hospital Crisis Intervention Project (HCIP) located at Northwestern Memorial Hospital. |
| FT/PT:          | Full-time   |
| CLASSIFICATION: | Exempt  |
| REPORTS TO:     | Outreach Services Coordinator   |
| SUPERVISES:     | N/A   |

#### **Responsibilities:**

1. Provide counseling, crisis intervention, advocacy, IDVA advocacy, information, referrals, and emotional support to HCIP clients.
2. Develop plans for on-going services and network with direct service providers to meet client's needs.
3. Share shift coverage responsibilities as scheduled. Includes answering business and hotline calls, completing telephone and in-person intakes for services, responding to client requests, providing direct service to HCIP clients, responding to emergencies, working collaboratively with HCIP and hospital staff.
4. Complete client records to document eligibility and service provision and program records for various information collection. Meet minimum monthly requirements of service provision documentation.
5. Coordinate with other Counselor/Advocates to insure continuity and quality of client service.
6. Participate in volunteer and staff training, and public education and outreach upon request.
7. Other responsibilities as assigned.

#### **Qualifications:**

1. B.A. in social services or minimum 2 years experience working with women and/or children, preferably in a women's shelter or walk-in program.
2. Demonstrated commitment to empowerment of women and/or children.
3. Knowledge of domestic violence.
4. Excellent interpersonal skills and communication skills (written and verbal).
5. Demonstrated ability to work independently and cooperatively.
6. Demonstrated ability to work effectively with others of diverse age, language, race, ethnicity, sexual preference, religious belief, mental/physical abilities, and socioeconomic status.
7. Available to work some evenings, nights, weekends, and holidays.
8. Helpful: good writing skills, bilingual/bicultural, familiarity with community resources, crisis intervention experience
9. Helpful: prior completion of the 40-hour Domestic Violence Training