

Job Title: Court Advocate, Case Manager I/II/III (Bilingual)

Department: Domestic and Sexual Violence Services

Reports To: Client Services Specialist/Housing, Team Lead I

Prepared: July 2020

SCOPE:

The Court Advocate is responsible for providing legal advocacy, crisis intervention, case management, court accompaniment, and community referrals for survivors of domestic violence. The position functions primarily on site at the Oliver Hill Juvenile & Domestic Relations Court. The Court Advocate will provide assistance to clients petitioning for protective orders. The position also serves as a resource to clients, staff, and agencies for individual case consultation. This position will identify, establish, and maintain a network of community resources, partnerships, and activities that will support comprehensive case management for individuals and families.

DUTIES:

ESSENTIAL FUNCTIONS:

Court Advocacy:

- Provide direct court-based advocacy to domestic violence victims during intake and court hearing processes for civil protective orders on site at city of Richmond J&DR court.
- Provide one-on-one assistance with obtaining protective orders, and accompaniment to court hearings.
- Assist client with navigating the criminal justice system, in addition to other related systems
- Provides notification of other criminal justice events and serves as liaison with law enforcement and prosecution personnel.

Direct Services:

- Provide assessments, crisis intervention, safety planning, and supportive case management services to clients.
- Provide information and intake support (when needed), for immigration needs for non-US survivors.
- Provide assistance with identifying and supporting immediate needs for individuals and families to include food, clothing, transportation, physical and/or mental health issues, housing, finances, employment, etc.
- Support On-Call/Back-Up systems within the Sexual and Domestic Violence program.

Referral and Training:

- Act as a referral for other appropriate service providers (YWCA, Department of Social Services, Community Service Boards etc.) to ensure appropriate resource acquisition for

(FULL-TIME) PAY GRADE: 5

survivors that include hotline services, individual counseling, support groups, and other therapeutic services.

- Act as a liaison between the city's criminal justice and human services agencies. Provides training and awareness presentations, internally as well as to community partners when applicable.

Records and Reports:

- Maintain accurate, confidential records and court notes. Complete required documentation and monthly reports regarding client cases and ensure collection of outcome related data is maintained accurately and in alignment with the schedule for reporting to funders.

Community Engagement:

- Participate as member of City Multi-disciplinary teams, as appropriate. Cultivate and maintain positive working relationships with multiple court personnel; network with community agencies, service providers, and advocates for clients with other allied professionals (e.g. law enforcement, physical and mental health care, and social services).
- Attend weekly team meetings, trainings, supervision, and mandatory agency meetings.
- Serve on (2-3) committees pertaining to domestic and sexual violence or other related mission driven initiatives.

OTHER FUNCTIONS:

- Perform other duties as assigned and needed for the effective and efficient operation of the organization.
- This is a pay grade 4/5/6 position with a CM I, CM II, or CM III job level opportunity, determined by necessary qualifications.

SUPERVISION:

- This job has no supervisory responsibilities, other than interns and volunteers as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

- Bachelor's degree (B.A.) strongly preferred
- Knowledgeable and/or experience working in a trauma informed care model of service provision.
- 1-3 certifications and/or field related trainings
- Bilingual capacity preferred

Experience/Skills:

- Minimum 2-3 years' experience in case management or related human service field

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- Ability to be flexible and work effectively as an individual and collaboratively with others.
- At least one year of experience working with survivors of domestic and sexual violence preferred.
- Energetic with a strong display of leadership and problem-solving skills.
- Excellent oral and written communication skills
- Successful completion of criminal background and credit checks
- The essential relationships needed for success in this position are YWCA staff and management, Board members and other volunteers, clients, other community service agencies and community at large
- Strong organizational skills and experience managing multiple projects
- Ability to remain patient, calm, and professional when working in crisis situations, and work and make decisions independently and as a member of a team
- Availability to work some evening, weekend, and holiday hours in support of On-Call systems.

Staff demonstrates their understanding of the critical role volunteers play in helping YWCA achieve our mission by providing volunteers the resources and training needed to be successful, offering meaningful experiences, treating them with respect, and clearly communicating needs and impact of their contribution to the work of the organization.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. The incumbent is expected to perform other duties necessary for the effective operation of the department.

Updated As of: 01/03/2022