



## Shelter Program Family Advocate

### Full Time Non-Exempt (40 Hrs.)

Center for the Pacific Asian Family (CPAF) is a non-profit organization recognized nationally for its pioneering work in domestic violence and sexual assault. CPAF's multi-lingual and multi-cultural services include a 24-hour hotline, short term and long term shelters, counseling, case management, and supportive services. CPAF also provides violence prevention programs, outreach, education and advocacy on the issues of family violence and violence against women, focusing on the Asian and Pacific Islander community.

CPAF is a community based organization that draws from multiple disciplines to holistically serve individuals and families of many different sizes and cultural backgrounds. Staff work in environments where children are present and may be called upon to provide support as needed.

### Summary Statement:

The Family Advocate (FA) supports survivors of domestic and sexual violence and their children entering CPAF's Shelter Programs (SP) due to the violence in their homes. This includes providing relocation assistance, emotional support, case management and supportive services. In addition to carrying a caseload, the FA will assist in the development and coordination of shelter programs. The FA works closely with Community Services (CS) Teams, Residential Counselors, interns and volunteers to ensure an effective and holistic response to all residents. This is a full time position and requires an 8-hour work day that can range anywhere between the hours of 8a.m. to 9p.m., Monday to Friday and may include some weekends depending on your assigned schedule.

### Duties and Responsibilities:

- Direct Services: Work closely with team members on admission decisions and conducts orientation, intake and assessment of families into SP's; develops goal-oriented action plans and provides case management for survivors and their children; provides emotional support/counseling services; works with other teams to coordinate supportive services; provides accompaniments to survivors for their legal, court, housing, public benefits and medical appointments and other meetings as necessary; develops and updates relocation plans and personal budget with survivors; and maintains up-to-date files on participants and program activities. Provides follow up services to program graduates entering permanent housing. Provides hotline support.
- Program Development & Planning: Develops, facilitates and schedules supportive programming (i.e. weekly workshops, annual events, etc.) with other team members, interns and volunteers.
- Shelter Services: Works closely with SP team members to ensure SP residents are able to meet their basic, including food, clothing, toiletries, etc. In the instances, where residents are in need of these basic items, the advocate will strategize on how the client can meet these needs using shelter and community resources.
- Travel requirements: Driving is an essential job function for this position. Therefore the employee must have valid driver's license and use own vehicle or agency vehicle to perform duties. The FA will be required to transport clients to a variety of appointments that can include medical, public benefits, legal, as well as emergency transportation as needed to hospitals and shelter locations.
- Teamwork: Provide general support asked of all staff which may include: responding to emergencies, providing hotline or site coverage, providing translation/interpretation, maintaining a functioning office. Participate in program and organizational development and fundraising, and attend staff and team meetings.
- Outreach: Identify/create opportunities to be an ambassador for CPAF's mission.

**Qualifications:** The qualified candidate must possess demonstrated knowledge, skill, abilities and experience in the following areas:

#### General

- Committed to eliminating intimate partner violence, sexual abuse, and family violence; practices non-violence including non-corporal child discipline.
- Understands and is aligned with CPAF's organizational values.
- Understands and appreciates Asian/Pacific Islander cultures; is able to work with diverse communities (race, ethnicity, sexual orientation, disability, age, gender identity, class, etc.). **Bilingual in Korean, Vietnamese and Mandarin preferred, or other Asian or Pacific Islander languages**
- Experience working with LGBTQ communities a plus
- Must submit to DOJ level Live Scan and subsequent arrest notification, annual TB test and annual driving record search.
- Must have access to own vehicle.

#### Job Execution

- Experience in case management and facilitating women/children's programs.
- Addresses crises and conflict through open communication Strong work ethic, self-directed and able to coordinate multiple tasks, and highly motivated.
- Able to work well independently and as a member of a team; able to work collaboratively and thrive in a flexible, evolving environment, adapt to situations and manage change effectively.
- Able to effectively and efficiently address crises and problem-solve with open communication
- Able to plan work schedule respective to program needs, including working evenings or weekends if needed.
- Demonstrate excellent communication skills, both written and oral.
- Must complete 65-hour domestic violence/sexual assault certification training within six months of employment.

Interested parties please submit cover letter and resume to [hr@cpaf.info](mailto:hr@cpaf.info) and state where you saw our posting. Please include your name and the position you are applying for in the subject line. No phone calls please.

*Center for the Pacific Asian Family (CPAF) is committed to a policy of equal employment opportunity and does not discriminate against its employees or applicants on the basis of ancestry, age, citizenship, color, disability (physical and mental, includes HIV and AIDS), genetic information, gender, gender identity, gender expression, marital status, military or veteran status, national origin, political affiliation, race, religion (includes religious dress and grooming, sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, request for FMLA, or any other category protected by federal, state or local law ("Protected Categories"). CPAF will not discriminate based on a perception that an employee or applicant is a member of one or more of the Protected Categories, or is associated with someone who is a member of one or more of the Protected Categories. CPAF is committed to fostering a diverse and safe work environment where employees respect one another and share a commitment to our organization's mission, values, and strategies.*