



## Job Description

<b>Job Title:</b>	Intake & Wellbeing Advocate
<b>Department:</b>	Mission Impact
<b>Reports To:</b>	Intake & Wellbeing Services Coordinator
<b>FLSA Status:</b>	Salary/Exempt
<b>Reviewed By:</b>	Axiom HRS
<b>Updated Date:</b>	11/19
<b>Approved By:</b>	CEO
<b>Approved Date:</b>	11/19

**JOB SUMMARY:** The Intake & Wellbeing Advocate represents the core values and mission of the organization and is responsible for advocating for survivors of interpersonal abuse survivors by providing mobile, flexible, holistic, and trauma-informed case management, access to flexible funding resources, supportive services, and appropriate community referrals designed to foster overall wellbeing and housing stability.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Ensures all program services are delivered according to a voluntary service and trauma-informed care model, are in compliance with all funding source guidelines, empower all program participants to achieve goals to assist them in improving well-being according to the adopted Full Frame Initiative's Five Domains of Well-being, and are provided in the spirit of Coburn Place's guiding mission, vision, and values.
2. Provides holistic case management, crisis intervention support services, and initial assessment aimed at empowering survivors to manage trade-offs as they progress to balancing the domains of well-being in their life.
3. Implements intake and wellbeing services by providing advocacy, holistic and trauma-informed case management, safety planning, crisis intervention, triage resources, safety planning, personal and legal advocacy, and life-skill workshops and resources to any program participant (including those in transitional housing, community-based housing, waitlists, or non-housing programs).
4. Supports survivors in achieving client-chosen goals regarding immediate and long-term safety, emotional and social well-being, long-term self-sufficiency, and safe and sustainable permanent housing by connecting them to supportive services at Coburn Place and relevant resources within the community.
5. Participates in rotating on-call schedule to provide crisis intervention support to callers and program participants. During work hours, keeps location finder activated on company provided cell phone for safety purposes.
6. Plan, implement and facilitate support groups, workshops or educational sessions for survivors.
7. Maintains and markets, with teammates, a full menu of relevant and meaningful supportive services available through Coburn Place and within the community to anyone who might desire services.
8. Ensures all required programming data and outcomes, as well as client file documentation (including electronic client database) is completed accurately and in a timely manner according to standards. Works with the Evaluation & Outcomes Manager so that all data is collected and tracked appropriately.



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9. Ensures all program participants receive proper intake and orientation into the program and an individual plan is developed aimed at assisting each survivor to thrive.
10. Acts as a mandatory reporter and engage with the Department of Child Services in the event of any suspected child abuse or neglect.
11. Identifies opportunities for volunteer and community partnership resources and communicates these prospects to the Advancement Department. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.
12. Promotes an open and supportive flow of communication within the department and with other departments.
13. Works with other direct service staff to ensure that the program is working cohesively to provide seamless and holistic supportive services to families served by Coburn Place.
14. Promotes breaking the cycle of violence and shares Coburn Place's story in the community by providing presentations at local schools, businesses and churches.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

### COMPETENCIES:

**Organization-related Competencies** – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

**Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Places' goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

**Oral/Written Communication** – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Job-related Competencies** – To perform this job successfully, employees should demonstrate the following competencies;



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**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**EDUCATION and/or EXPERIENCE:** Bachelor's Degree (B.A. /B.S.) in psychology, social work or other related field; and two plus year's related experience and/or training; or equivalent combination of education and experience is required. Master's degree preferred. Previous advocacy/case management work in domestic violence intervention, response and/or prevention in a non-for-profit environment is preferred. Previous experience working with individuals experiencing housing instability and knowledge of housing stabilization resources is preferred.

**LANGUAGE SKILLS:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bi-lingual (English/Spanish) ability is preferred.

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:** A valid Indiana driver's license and a satisfactory MVR is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required.

**OTHER SKILLS AND ABILITIES:** Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint and Adobe. Ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly.



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**OTHER QUALIFICATIONS:** This position requires frequent local travel to provide outreach services. Must possess a clear driving record. A basic knowledge of the Spanish language is desired. Must clear national, state, and local law enforcement criminal and sexual offender background checks and DCS history background check.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 50 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for children's activities, meetings, seminars, etc. The noise level in the work environment is usually moderate to loud.

### SIGNATURES:

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Incumbent's Signature

Date:

\_\_\_\_\_  
Incumbent's Printed Name

\_\_\_\_\_  
Executive Director's Signature

Date:

\_\_\_\_\_  
Executive Director's Printed Name