



DOVES COMMUNITY ADVOCATE

DEFINITION: Under the supervision of the Director of MEAPA and DOVES Program, the DOVES Mobile Advocate supports all aspects and functions of mobile advocacy and assists with transitional clients.

I. MAJOR DUTIES

- A. Complete intakes of newly assigned community participants.
- B. Meet community participants in a safe location nearest the participant.
- C. Act as Housing Specialist by supporting survivors in their efforts to safely retain housing or gain access to other safe housing.
- D. Develop and maintain positive professional relationships with public and private providers of low-income housing in Maricopa County.
- E. Research and compile housing resources for the purpose of referral.
- F. Support participants in the completion of housing applications, benefits applications, and other forms as needed.
- G. Develop and implement crisis intervention services for victims of late life domestic violence and elder abuse.
- H. Utilize lethality assessment tools and engage participants in safety planning.
- I. Advocate on behalf of survivors to overcome common barriers in obtaining services.
- J. Make appropriate referrals and assist participants in securing services, entitlements, and benefits.
- K. Utilize standard needs assessment criteria to develop individualized service plans for program participants.
- L. Provide ongoing case management to community participants.
- M. Assist with volunteer management for transitional housing.
- N. Provide lay legal support to victims of abuse.
- O. Meet all reporting and documentation requirements.
- P. Develop partnerships with and work collaboratively with other social service agencies and community entities to secure resources for program participants.
- Q. Maintain professional boundaries with all participants, employees, vendors, contractors, and external community members.
- R. Assist with DOVES Emergency Housing Program, including working with housing providers and clients.

II. OTHER DUTIES

- A. Act as a back-up for community support groups.
- B. Participate in appropriate community and law enforcement meetings.
- C. Participate in community committees as required.
- D. Participate in staff meetings and other agency events.

- E. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service.
- F. Legally operate a motor vehicle (valid driver's license and insurance.)
- G. Complete necessary agency reports and form requests as required.
- H. Participate in an on-call rotation for after hours and weekends.
- I. Special projects and other duties as may be determined.
- J. Other duties as assigned.

III. MINIMUM QUALIFICATIONS

- Hold a degree in social work or related field or two years of comparable experience;
- Case management experience;
- Commitment to trauma-informed advocacy;
- Commitment to addressing and preventing domestic/sexual violence and elder abuse.
- Must have a valid Arizona Driver's License and maintain current vehicle insurance.
- Must have or be able to obtain a Level One Fingerprint Clearance Card.

IV. PREFERRED QUALIFICATIONS

- Bi-lingual English/Spanish;
- Domestic, elder abuse, and/or sexual violence program experience;
- Experience working with older adults.

V. KNOWLEDGE, SKILLS AND ABILITIES

- Ability to maintain professional appearance and conduct self in professional manner at all times;
- Ability to maintain positive relationships with participants, coworkers and supervisors;
- General knowledge of domestic and sexual violence, elder abuse, and social service delivery;
- Excellent verbal and written communication skills;
- Ability to seek out appropriate resources and make referrals;
- Ability to organize and analyze service delivery;
- Ability to communicate with people with varying social, economic, religious and ethnic backgrounds;
- Ability to react rationally and with sound judgment in a crisis situation;
- Ability to effectively maintain service records and statistics; and
- Ability to maintain a high degree of confidentiality and adherence to ethical standards.

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