



## Community Advocate

**Background:** The Second Step (TSS) is a community of survivors, advocates, and volunteers who foster the safety, stability, and well-being of those who have experienced domestic violence. We provide comprehensive services, including safety planning, legal advocacy, counseling, peer support, transitional housing, and other essential services to adults, youth, and children in Greater Boston and MetroWest.

**Job Title:** Community Advocate

**Essential Employee:** The person in this role is considered an essential employee and may be required to work on-site during a government declared state of emergency.

**Primary Objective:** Provide comprehensive case management, emotional support and advocacy services to survivors of domestic violence, within an agency framework that is trauma-informed, strength-based, relational, and empowering. The Community Advocate can expect to serve a caseload of survivors who hold racially- and culturally-diverse identities. The advocate will also plan and facilitate groups, coordinate services with community providers and identify resources needed to meet the complex needs of survivors and their families.

Reporting to the Director of Community Programs, the Community Advocate supports survivors of domestic violence living in the community, contributes to planning, implementation and evaluation of programs, and is responsible for other activities as assigned.

**Primary duties include but are not limited to:**

- Provide advocacy, case management, safety planning, psycho-education, referrals, and support services to clients;
- Provide ongoing emotional and practical support to survivors within a trauma-informed framework;
- Advocate on behalf of survivors with healthcare providers, housing/landlords, courts, legal system, school systems, and other systems or agencies depending on their needs;

- Plan, lead, and co-facilitate psycho-educational and mutual aid support groups for survivors;
- Coach and support survivors in gaining the skills they need to meet their own, self-defined goals.
- Accompany survivors to appointments, legal/court hearings, and to other community engagements when requested to support safety planning and to advocate for their needs.

Additional responsibilities include:

- Attend and actively participate in weekly team meetings and agency-wide staff meetings;
- Represent TSS at community events and forums;
- Assist other advocates and directors in planning, coordinating, and running survivor-centered events;
- Work with other TSS staff to assess and address survivors' needs/concerns;
- Participate in outreach and awareness efforts;
- Attend meetings or appointments that will assist in providing quality advocacy to survivors;
- Maintain accurate and timely records in database;
- Other duties as assigned.

**Systems Advocacy Responsibilities**

- Develop and maintain relationships with housing authorities, DTA and DCF offices, employment agencies, medical, immigration, legal, substance use disorder and other community resources.
- Stay informed about changes in availability and eligibility requirements for housing subsidies, welfare, and other benefits.
- Inform other programs and institutions about domestic violence and our programs.

**Administrative/Supervisory Responsibilities**

- Participate in volunteer/intern training and supervision as requested.
- Maintain records including service delivery, advocacy plans and other documentation in accordance with confidentiality guidelines.
- Attend and participate in trainings, agency events, team meetings and staff meetings.

**Qualifications:**

At least 2 years of experience working with survivors of domestic violence and/or homeless families and individuals in residential and/or community-based programs. Knowledge of trauma-informed practices and issues related to domestic violence, complex trauma, mental health, and addiction – with a particular emphasis on how these issues impact families – is essential. Knowledge of issues related to child development and parenting is also valuable. We consider and highly value relevant life experience and employment background.

**Additional qualifications include:**

- Demonstrated experience in the field of domestic violence and/or trauma is required. Bachelor's degree preferred. Masters degree is a plus.
- Strong advocacy, assessment and intervention skills desired.
- Strong crisis management, problem-solving, and interpersonal skills.
- Demonstrated ability to learn and master new skills and materials.
- Ability to manage competing priorities simultaneously and precisely.
- Knowledge/experience with systems, including legal, courts, child protection services, and public housing.
- Strong organizational skills, including the ability to work calmly under pressure.
- Cultural competence and cultural humility and/or willingness to learn. Committed to anti-racist practices.
- Collaborative team player.
- Strong communication skills and proficiency with computers and technology.
- Advanced language proficiency (Bi-lingual English/Spanish) preferred. Proficiency in other languages such as Portuguese, Haitian Creole, Mandarin, Vietnamese is a plus.
- Enthusiasm about working collaboratively and effectively in an environment that is linguistically and culturally diverse.

**Hours:** Full-time, exempt position (M-F), with occasional evenings to be determined together with the Director of Community Programs. Flexibility in scheduling is important. Work on-site in Newton office. Clinical supervision is available.

**Salary and benefits:** TSS offers a competitive salary and benefits package to full-time employees. Salary for this position ranges between \$48-52,000 commensurate with experience; additional compensation for language skills, or other qualifications. Benefits include 3 weeks paid vacation, 13 paid holidays, 5 personal days, sick time, agency contribution to health and dental insurance, agency hosted 403(b) plan.

**Equal opportunity:** The Second Step actively seeks cultural and linguistic diversity in all of its programs. BIPOC, bilingual/bicultural candidates, survivors of domestic and sexual violence, and LGBTQ+ candidates are strongly encouraged to apply. The Second Step, Inc. is an affirmative action, equal opportunity employer.

**If you are interested:** please send a resume and cover letter to Ms. Raquel Raynor, Director of Community Programs, at [rraynor@thesecondstep.org](mailto:rraynor@thesecondstep.org). No phone calls.