

# Aid to Victims of Domestic Abuse, Inc.

**JOB TITLE:** Victim Advocate  
**DEPARTMENT:** Program Services – Emergency Shelter  
**CLASSIFICATION:** Full-time, nonexempt, hourly, “at-will”  
**REPORTS TO:** Residential Services Manager

## **JOB SUMMARY:**

The Victim Advocate provides direct services to victims of domestic violence in residence and provides crisis intervention to callers on AVDA’s 24-Hour Hotline.

## **2 Positions Available:**

1 Mon – Fri 3:00 pm – 11:00 pm  
1 Sun – Thu 11:30 pm – 7:30 am (Overnight Shift)

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Read and abide by the rules, policies and standards set forth in the Employee Personnel Policy Manual.
- Provide direct services to victims of domestic violence in accordance with program guidelines and agency policies.
- Provide crisis intervention, safety planning, supportive counseling, advocacy, and referrals.
- Maintain health and safety of residential campus; direct and coach staff and participants in creating a positive, respectful communal living environment.
- Assist with VOCA compensation and relocation applications.
- Distribute welcome kits, emergency supplies, and participant assistance as needed.
- Oversee volunteers and interns working directly with participants.
- Able to work in different environments and utilize effective time management skills.
- Maintain accurate program records, inventory control and grant required statistics.
- Promote an organizational culture that embraces workplace values of respect, caring, support, effective communication, teamwork, collaboration, accountability and responsibility; and work with staff to create and maintain a workplace environment reflective of those values.

## **POSITION REQUIREMENTS:**

- Bachelor’s degree in social work, sociology or related field or a minimum of two years relevant experience in victim advocacy.
- FCADV Core Competency Training and privilege status obtained within first 90 days.
- Meet required training hours annually to maintain privilege status.
- Excellent verbal and written communication skills; exceptional customer service skills.
- Cooperative, respectful of others, good team player.
- Reliable transportation, and if that is a personal vehicle, a valid driver’s license and clean driving record for insurability.
- Basic use of MS Excel, Word, Outlook and client database software.
- Fluent in reading, writing, speaking English. Secondary language is a plus.

## **SPECIAL REQUIREMENTS AND PHYSICAL DEMANDS:**

- Ability to exert physical effort which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds), bending, stooping, stretching, squatting, sitting, including movement up and down stairs.
- Minimal travel required in the Palm Beach County area.

**To Apply:** Email your resume and cover letter to [recruiting@avda-fl.com](mailto:recruiting@avda-fl.com). Indicate the position you are applying for in your cover letter as well as the language(s) you are fluent in. Please advise Human Resources at this email address in advance if you require accommodations to participate in the employment process. **EOE/DFWP/E-VERIFY**