

Center for Domestic Peace  
Bilingual (Spanish) Overnight Emergency Services Advocate  
JOB ANNOUNCEMENT

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<b>Job Title:</b>	Bilingual (Spanish) Overnight Emergency Services Advocate
<b>Hours:</b>	Full-time, Monday-Friday 1 am – 9 am plus weekly Tuesday meeting 11 am- 1 pm,
<b>Compensation:</b>	\$22.13 per hour (Bilingual premium included)
<b>Overtime:</b>	Non-Exempt
<b>Benefits:</b>	Vacation, medical coverage, sick leave, holidays, retirement pay
<b>TO APPLY:</b>	<b>COVER LETTER AND RESUME REQUIRED</b>
<b>LOCATION:</b>	San Rafael, California
<b>Union:</b>	Yes, with membership dues
<b>STATUS:</b>	Non-Exempt
<b>Start:</b>	Immediate

\* A training range of \$2,500 - \$5,000 less per annum may be offered for up to six months for applicants who do not meet the minimum requirements

**CENTER FOR DOMESTIC PEACE** is a non-profit community organization, in existence now for 45 years, working at the county, state, and national level to end domestic and dating violence. C4DP serves women, men, and youth who have been, and/or who are at risk of being, abused and or battered, or who have perpetrated, and/or who are at risk of perpetrating, abuse, bullying, and or battering. C4DP's programs helping children, teens, women, and men to live violence-free lives include: 24-hour hotline; emergency shelter; transitional housing; support groups; legal advocacy; therapy and case management; school programs; community prevention and education projects; professional continuing education programs; corporate, state, and nation-wide trainings; leadership development programs; and resource identification.

### **OVERVIEW**

This position is for an entry-level Emergency Services Advocate who will support survivors at the confidential shelter and on the 24-hour bilingual hotline. The Emergency Services Advocate is supervised by the Emergency Services Manager. The Advocate will provide coverage for the 24-hour bilingual hotline during this shift. The Advocate will also prepare for, pick up, and conduct intake for survivors that need to come to shelter. The Advocate will provide the following services in person and over the phone: counseling, safety planning, risk assessment, accurate information on Domestic Violence, resources, and referrals.

### **PRIMARY JOB RESPONSIBILITIES**

The Bilingual (Spanish) Overnight Emergency Services Advocate position reports to the Emergency Services Manager. This position is responsible for the following:

#### **Hotline** (1 am – 9 am M-F)

1. Answer Hotline calls from Monday-Friday 1:00 am to 9:00 am. May be completed off-site.
2. Provide initial phone screening and assessment with eligible callers requesting shelter.
3. Provide phone counseling, advocacy, domestic violence education, information, resources, and support to callers requesting assistance.
4. Track all Hotline interactions in Salesforce Database.
5. Assist Domestic Violence Assessors and others seeking to connect victims to C4DP.
6. Attend weekly team meeting Tuesday 11am-1pm and Staff/Supervisory meetings as required.

#### **Shelter** (Onsite as needed 1am – 9 am M-F)

1. On call for shelter intakes & emergencies from 1am- 9am, Monday - Friday.
2. Provide initial intake and assessment with emergency shelter families.
3. Facilitate support, educational and problem-solving for shelter residents as needed.
4. Provide advocacy to assist families to meet their goals including housing, childcare, employment,

- entitlement benefits, legal and medical needs.
5. Provide in-person domestic violence counseling, advocacy, and support.
  6. Track all shelter interactions in Salesforce Database.
  7. Assist Emergency Services Program Director with maintaining files for Division of Emergency Services.
  8. Fulfill special projects and other duties as assigned by Manager and/or Program Director of Emergency Services.

## **REQUIREMENTS**

### **Experience and Abilities:**

1. Fluent bilingual in Spanish, both written and oral, required.
2. 1-2 years relevant experience, education or training in a related field.
3. 1-2 years' experience conducting program intakes and maintaining communication with participants concerning the needs of their children.
4. Completed Center for Domestic Peace 40-hour Domestic Violence Advocate Training (Can be completed after hire).
5. Previous experience providing direct services to battered survivors and their children.
6. Understanding of the peer support model and Center for Domestic Peace' feminist analysis of domestic Violence.
7. Crisis intervention, counseling and group facilitation skills.
8. Demonstrated knowledge of community resources.
9. Excellent communication skills.
10. Computer skills: comfortable with Microsoft Office 2010 suite with ability to learn new software, as needed
11. Valid driver's license and auto insurance **with liability minimum of \$100k (per person)/\$300k per occurrence**), and access to a car during working hours.
12. Some (heavy) lifting of donations, household, guest and/or other items.
13. Must be able to lift 30 lbs. Some (heavy) lifting of donations, household, guest and/or other items.
14. Background check and clearance through DOJ Live Scan fingerprinting required.
15. Resourcefulness, flexibility, self-motivation, and ability to inspire enthusiasm and participation.

## **CENTER FOR DOMESTIC PEACE IS AN EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION EMPLOYER**

We are committed to employment policies and procedures assuring all qualified persons are accorded equal opportunity for employment, promotion and training.

### **TO APPLY:**

Submit current resume with a cover letter to (no calls please)  
Emergency Services Program Director  
Center for Domestic Peace  
734 A Street, San Rafael, CA 94901  
Or email to [espjobs@c4dp.org](mailto:espjobs@c4dp.org)