



# Seekhaven

## Transition Specialist & Advocate

Outreach Department

|                         |                                   |
|-------------------------|-----------------------------------|
| <b>Status:</b>          | Non-exempt, Full-Time, Year-Round |
| <b>Supervisor:</b>      | Outreach Manager                  |
| <b>Age Requirement:</b> | 18 Years Minimum                  |

*Updated March 7, 2024*

### **Job Description:**

The Transition Specialist/Victim Advocate is instrumental in administering a housing-focused outreach program that supports survivors of domestic violence, sexual assault, stalking, and related situations in establishing a safe and healing environment. Their primary focus is to help clients achieve long-term stability and security beyond immediate crises, with particular emphasis on housing assistance and financial coaching. This position is pivotal in delivering Seekhaven's wrap-around services, including mobile advocacy and community engagement. Upholding strict confidentiality, the Transition Specialist will also engage in regular community outreach through service-based educational presentations. Serving as the main point of contact, they assist clients with housing, long-term goals, and financial literacy while collaborating closely with other departments within the organization as well as outside organizations to meet the needs of clients in Southeastern Utah.

### **Expectations and Responsibilities**

As a key team member within our organization, the Transition Specialist (TS) will report directly to the Outreach Manager and will play a critical role in helping survivors to rebuild their lives. The TS will actively contribute to the primary aim of promoting self-empowerment and supporting the pursuit of long-term stability. This role necessitates dedicated interaction with shelter residents and outreach clients to deliver comprehensive support and guidance.

**The Transition Specialist is responsible for the following functional areas and associated duties including, but not limited to:**

**Essential Functions:**

- Accurately input data for reporting purposes.
- Proactively identifying maintenance needs and upholding cleanliness standards autonomously and efficiently under limited supervision.
- Uphold safety standards to maintain a secure environment for clients.
- Notify the Outreach or Operations Manager of any necessary building or grounds repairs.
- Possess strong communication skills for conflict resolution, problem-solving, and managing crises effectively.
- Demonstrate excellent ability to assess situations and intervene with appropriate and effective measures.
- Interpret a variety of instructions provided in different formats.
- Foster positive relationships with individuals of diverse ages, ethnicities, socioeconomic backgrounds, beliefs, and lifestyles.
- Read, interpret, and communicate effectively regarding safety rules, procedure manuals, and regulations.
- Respond promptly and professionally to inquiries or complaints from clients, regulatory agencies, and community members.
- Demonstrate active listening skills to grasp and comprehend information and ideas presented verbally.

**Client/Social Services:**

- Operating the 24-hour crisis hotline requires a high level of professionalism and the ability to navigate a diverse range of calls with sensitivity and expertise. This includes,
  - Assessing clients for shelter admission
  - Providing assurance and support during times of crisis
  - Providing resources
  - and demonstrating empathy and understanding towards individuals in distress.Maintaining composure and professionalism while handling these calls is crucial in ensuring that clients receive the assistance, guidance, and resources they urgently need.
- Responding to urgent crisis situations and addressing client needs promptly and comprehensively.
- Offering support to clients in navigating and resolving adversity they may face.
- Carefully documenting all client activities in Apricot database
- Ensuring completion of all necessary client forms.
- Assist clients in filling out various forms essential for securing housing assistance and related services.
- Formulating safety plans, conducting danger and lethality assessments (LAP) as required.
- Making appropriate referrals to other Seekhaven services when necessary for client support.
- Sharing pertinent client information with the Outreach Manager daily and with the rest of the outreach team for cohesive care coordination.

- Providing knowledgeable support on evidence-based concepts and practices for survivors of domestic and sexual violence.
- Maintaining victim confidentiality in compliance with state and federal laws.
- Guiding clients through the Crime Victims Reparations (CVR) application process.
- Responding empathetically to clients during crisis interventions, in a trauma informed manner, and providing necessary support.
- Referring individuals to appropriate community resources, counseling services, and coordinating with legal and medical processes for seamless transitions to safe housing.
- Assisting residents in setting goals, navigating steps toward achieving them, including housing applications.
- Offering support and advocacy by liaising with other advocates, law enforcement and community organizations as needed.
- Providing and arranging client transportation as required.
- Attend forensic exams.
- Provide landlord intervention and advocacy for residents in the process of relocating.
- Demonstrating effective communication and interpersonal skills in high-stress situations, ensuring compliance with organizational standards and legal requirements.
- Identifying monetary needs and coordinating financial assistance.
- Respond promptly to crisis intervention needs during assigned shift hours.
- Collaborate with other program components to offer case management for clients and facilitate necessary out-of-agency referrals to help clients achieve their objectives.
- Complete essential paperwork, including Seekhaven's client intake forms, confidentiality agreements, information sharing agreements, and releases of information.
- Be available for on-call responses to hospitals for crisis situations on a rotating basis with other advocates.
- Travel to Emery and San Juan Counties (travel expenses will be reimbursed at the state rate to cover both vehicle wear and tear and fuel costs).

### **Education & Collaboration:**

- Diligently review and incorporate Justice, Equity, Diversity and Inclusion priorities into training and collaborations.
- Identify, coordinate, and/or lead training opportunities for Seekhaven Staff, community partners and clients; ensure programming is dynamic, meaningful and effective.
- Maintain relationships with local housing resources, landlords, department of workforce services etc..
- Attend local events and resource fairs to increase public awareness of Seekhaven's Housing programming.

### **Grant & Contract compliance:**

- Strictly adhere to confidentiality standards and mandated reporting requirements.
- Ensure accurate completion and ongoing maintenance of all necessary paperwork and Apricot entries.
- Maintain a high level of organization to guarantee compliance with grant and contract regulations.
- Maintain and carefully document all aspects of the TANF-FHP, VOCA & FADV grants in regards to clients.

**Required Skills and Background:**

- Bachelor's degree from a four-year college or university in social sciences or related field; or 2 years relevant work experience
- Strong computer skills in Excel, Word, Internet, G-Suite; QuickBooks experience preferred
- Must have experience working with highly vulnerable populations including but not limited to those with substance abuse issues, mental health concerns, and chronic illnesses.
- Must pass a criminal background check.
- Must be at Least 18 years of age.
- Have a valid Driver's License.
- Demonstrate professionalism by balancing both the quantity and quality of work.

**Training:**

- Completion of a 40-hour Core Advocacy Training within one year of employment.
- Completion of a 40-hour Sexual Assault Counselor Training within one year of employment.
- Participation in a minimum of 16 hours of domestic violence and Sexual Violence training annually for continued education.
- Acquisition and maintenance of CPR and First Aid Certification and Food Handlers
- Willingness to undergo any additional training as required by Seekhaven.

**Physical Demands:**

- Must be able to lift up to 25 pounds
- Must be able to work in a high paced environment with many constant distractions, including a shared office space
- Must be able to drive a vehicle to provide mobile advocacy services.
- Must be able to move across Seekhaven's campus continuously as well as travel to off-site locations, when needed.

**Emotional Demands:**

- Capability to professionally manage oneself when hearing disclosures of various forms of abuse and crisis situations including physical and sexual violence, emotional and economic abuse, child abuse, drug use, suicidality and more.
- Ability to provide compassion, validation, and support to clients in crisis.
- Proficiency in establishing and maintaining emotional boundaries with clients, ensuring professional, client-led relationships consistent with agency standards.
- Capacity to practice self-care and utilize supportive resources provided by the agency or elsewhere.
- Skill in regulating oneself when giving and receiving constructive criticism, as well as being adaptable to fulfill Seekhaven's mission, foster a healthy work environment, and aid victims of abuse and violence.