



# Job Description | On-Call Victim Advocate

**Position Title:** On-Call Victim Advocate  
**Supervisor:** Residential Director  
**FLSA Status:** Non -Exempt

**Employment Status:** On-call  
**Salary Range:** \$18.00/hour

**On-Call Victim Advocates** are responsible for providing case management, advocacy and support services to residential clients living in the Safe House, a 24-hour emergency shelter for individuals and families fleeing domestic violence, sexual violence, and human trafficking.

**Minimum Qualifications:**

- Bachelor’s degree in psychology, human services, social work or related field (preferred but not required)
- Previous shelter, family violence or sexual assault experience (preferred)
- Oral and written fluency in Spanish, Korean, Urdu or French (preferred but not required)
- Excellent oral and written communication skills
- Passionate about the mission and philosophy of HopeWorks
- Team oriented and believes in a strengths-based approach to providing trauma-informed services
- Current driver’s license and reliable transportation with up to date insurance
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software

**Essential Duties and Responsibilities:**

ADVOCACY/CLIENT CARE

- Provide day-to-day advocacy to residents in emergency shelter
- Complete assessments, intakes, exits as needed – managing related documentation with accuracy and timeliness
- Advocate with other agencies on behalf of clients
- Assist in the completion of public benefits, housing and other applications as needed
- Provide residency verifications
- Facilitate weekly house meetings and/or skill development workshops focused on increasing clients’ ability to work through trauma, adjust to life in shelter, and move towards independence

PROGRAM MANAGEMENT SUPPORT

- Accurately complete client paperwork and compile reports as needed
- Document and communicate all pertinent information/issues for the following shifts
- Conduct daily house checks and report any maintenance concerns to appropriate staff
- Attend residential staff meetings
- Ensure that the physical appearance of all residential facilities meets agency standards.
- Participate in regular supervision with Residential Director to promote the provision of quality services
- Other duties as assigned

**Competencies:**

An individual should demonstrate the following competencies to perform the essential functions of this position.

<b>Problem Solving</b>	Identifies and resolves problems in a timely manner as well as skillfully gathers and analyzes information.
<b>Communication: Oral and Written</b>	Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Speaks comfortably with a diverse array of individuals and groups.
<b>Judgment</b>	Displays willingness to make decisions; exhibits sound and accurate judgment; and makes timely

	decisions.
<b>Crisis Intervention</b>	Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional or behavioral distress.
<b>Crisis Management</b>	Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.
<b>Planning and Organization</b>	Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.
<b>Professionalism</b>	Thinks carefully about the likely effects on others of one's words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.
<b>Safety and Security</b>	Observes safety and security procedures, and uses equipment and materials properly.
<b>Diversity</b>	Supports and promotes an environment that appreciates and holds opportunities for all, regardless of race, religion, nation of origin, culture, gender identity or expression, sexual orientation, physical or mental ability, weight, health status, age or other diversity factors.
<b>Physical Demands</b>	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

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**Apply:** Applicants must submit a letter of interest and complete resume to:

**Dionne Jimenez**, Residential Director  
 HopeWorks  
 9770 Patuxent Woods Drive  
 Suite 300  
 Columbia, Maryland 21046

E-mail: [djimenez@wearehopeworks.org](mailto:djimenez@wearehopeworks.org)  
 Fax: 410-997-1397  
**NO phone calls**

Resumes submitted without a letter of interest will not be reviewed. The review of applications will begin immediately and continue until the position is filled. Due to the high volume of applications we receive, we will only respond to applicants whose candidacy is being considered.