



## Outreach and Hotline Advocate - South Job Description

**Position Classification:** 1 FTE, hourly, non-exempt

**Reports to:** Advocacy Director, St. Johnsbury

**Salary Range:** \$21-25/hr

**Location:** St. Johnsbury, VT

*The Outreach and Hotline Advocate is responsible for providing a safe, supportive, caring environment to survivors of domestic and sexual violence, where options are outlined and the choices are made by the clients. The Advocate will have a special focus on outreach to local partner organizations in order to ensure that referrals to our program are seamless. The Advocate will also provide support to walk-in clients, clients who call the hotline and those on the chat-line. The Advocate will provide legal advocacy, economic empowerment, and any other support needed and identified by Umbrella clients.*

### Specific Duties:

#### 1) Direct Service to survivors of domestic and sexual violence

- a) Provide advocacy and support to all eligible service-users of the Advocacy Program, to include safety planning, systems advocacy, and service coordination designed around safety and self-determination.
  - (1) Provide individual advocacy to any client at Umbrella.
  - (2) Maintain confidential client files and records as required by funders.
  - (3) Provide hotline coverage as needed.

#### 2) General

- a) Complete all required grant reports and data entry accurately and on time.
- b) Perform any appropriate activities as requested by the Advocacy Program Director.
- c) Attend and participate in community, program and staff meetings on a regular basis, and board or other organizational meetings as requested.
- d) Support and mentor volunteer advocates.

### Qualifications:

- A strong and demonstrable knowledge of the root causes of gender based violence.
- Minimum of 2 years' experience working in the field of domestic/sexual violence, social work, community organizing, or closely related work.

### Key Competencies:

- **Initiative:** Proven ability to independently lead community-based projects, trouble-shooting as needed in order to meet project goals and objectives.
- **Emotional Intelligence:** The ability to manage both your own emotions and understand the emotions of people around you.
- **Passion:** Deep understanding and commitment to Umbrella's mission and values and willingness to learn and grow.

- **Communication:** Strong and demonstrated written and oral communication skills. Confident speaking and presenting material in large settings as well as one-on-one and with a variety of groups.
- **Flexibility and Innovative thinking:** Ability to improvise when needed and adjust plans to meet emerging reality with confidence and grace.
- **Deep Collaboration:** Drawing on the strengths of colleagues and fellow team members and giving credit to the contributions of others as well as placing team needs and priorities above personal needs.
- **Understanding of Boundaries:** Appreciating the role that healthy boundaries play in effective advocacy and self-care.
- **Empathy:** Encouraging the dissolution of power between and putting the focus on joining with another in such a way that you are able to understand their feelings and the experiences that have shaped them.

### ***About Umbrella:***

Umbrella's core values include:

#### ***Integrity***

We act courageously in accordance with our values, honoring the inherent wholeness of ourselves and all community members.

#### ***Healing***

We believe that everyone is capable of healing through authentic connection.

#### ***Transformation***

We intentionally work toward the transformation of systems and societal norms in order to realize social justice for all.

Umbrella's vision is to be an organization whose transformative work is realized through prepared and supported staff, trauma-informed and healing-focused practices, collaborative community leadership addressing the needs of the most marginalized people in our region, and innovative programming enabled through internal financial strength.

### **Employment at Umbrella:**

Umbrella offers a competitive benefit package including health insurance (for employee), dental insurance, as well as a generous earned time program. We value our employee's wellness and so we offer 90 minutes of paid wellness time per week as well as a \$250 stipend/year for wellness activity expenses.

Umbrella provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics

### **To Apply:**

Please send a resume and cover letter to [Kristen@umbrellanek.org](mailto:Kristen@umbrellanek.org) by September 13th . No phone calls please.