

Job Posting

Job Title: Client Advocate

Status: Full-Time Non-Exempt Staff

The Company

AVDA is a non-profit organization which has served the Houston community for 35 years, providing free legal services, counseling and support for victims of domestic violence, as well as rehabilitative services for abusers. Legal services include advice and representation for protective orders, divorce or child custody.

AVDA
1001 Texas Ave., Suite 600
Houston, TX 77002

Send resumes to resumes@yourebs.com

Salary based on experience

Health insurance provided for employees at no cost. Dental, vision and dependent coverage are available and AVDA offers a very generous paid time off policy.

Summary

The Client Advocate serves as a connection between victim-survivors of family violence and sources of community support by providing in-depth and ongoing advocacy and social-services referrals, and assessing for AVDA's legal services, as well as other needs.

Responsibilities

- Initiate and continue ongoing contact with clients—to ensure accuracy of contact information for clients and to determine physical, financial, and emotional needs
- Answer intake calls, appropriately screen applicants for services, provide basic but accurate information regarding the legal and other options available to callers
- Meet with applicants for services, gather necessary documentation from applicants for further review, both at the AVDA office and HPD's Family Violence Units.
- Provide crisis counseling, safety planning, information, and referrals
- Assist clients in securing basic human needs such as shelter and emergency food
- Aid the client in actualizing a self-sufficiency plan, including assistance enrolling in job training or job search programs
- Accompany clients to court when requested
- Perform other duties as assigned

Qualifications

- Master's degree in Social Work preferred
- Bachelor's degree or equivalent experience in family violence considered
- Bilingual in English and Spanish preferred
- Previous experience in legal setting, especially legal services to low-income clientele, preferred

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- Knowledge of domestic violence
- Crisis counseling experience
- Sensitivity to victims of domestic violence
- Appreciation of diversity and a sensitivity to people of varying lifestyles, ethnicity and religious groups
- Strong oral and written communication skills
- Proficiency with PCs, including word processing and other general office machines
- Dependable transportation