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| **Position Title:**  Hospital Accompaniment Program (HAP) Advocate  **Supervisor:** Director of Advocacy  **FLSA Status:** Exempt | **Employment Status:** Full-Time  **Salary:** $40,000 |

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The **Hospital Accompaniment Program (HAP) Advocate** provides trauma-informed crisis intervention services to clients, providing information, safety-planning, emotional support, advocacy, and case management. The HAP Advocate is responsible for assessing clients’ safety and needs, creating referrals, scheduling crisis appointments as well as administrative and program management support for the Hospital Accompaniment and Emergency Pantry Programs. HopeWorks’ staff are invested and engaged in altering the systems and imbalances of power that maintain the status quo and are root causes of sexual and intimate partner violence - including racism, transphobia, poverty, xenophobia, ableism, and other forms of oppression. The successful candidate will have a commitment to social justice.

**Minimum Qualifications:**

* Bachelor’s degree (preferred) or 2 years’ experience in a related field.
* Experience working with victims/survivors of trauma (preferred).
* Native or full professional proficiency in Spanish, Hindi, Urdu, Korean, Chinese, or Arabic (preferred).
* Excellent oral and written communication skills.
* Team oriented, client centered and believes in a strengths-based and an empowerment approach to providing trauma-informed services.
* Commitment to racial equity, inclusion, cultural competency, and social justice.
* Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint).
* Ability to work at least two days per month in the evening or during the weekend, as needed.
* Ability to provide 24-hour back-up coverage for the Hospital Accompaniment Program at least one weekend a month, including one holiday weekend per calendar year.
* Current driver’s license and reliable transportation with up-to-date car insurance to travel between the office, the hospital, and other locations for meetings, trainings and agency events.

**Essential Duties and Responsibilities:**

ADVOCACY/CLIENT CARE

* Respond promptly to phone calls from potential clients and community members.
* Provide crisis intervention and support services by telephone or in-person.
* Conduct risk assessments and provide safety-planning.
* Conduct needs assessments and provide information and referrals.
* Advocate with other HopeWorks departments and other agencies on behalf of clients.
* Conduct follow-up calls primarily for the Hospital Accompaniment Program.
* Conduct follow-up calls for the Lethality Assessment Program, as needed.
* Register clients in the Address Confidentiality Program and VINE, as needed.
* Assist clients with Criminal Injuries Compensation Board applications, as needed.
* Provide short-term case management services to clients requiring additional assistance to address various needs, including food insecurity, housing, and employment.
* Accompany clients to the Emergency Pantry.
* Provide Hospital Accompaniment Program back-up coverage, as needed.

ADMINISTRATIVE AND PROGRAM MANAGEMENT SUPPORT

* Maintain and update resource and referral lists.
* Assist with data entry.
* Create, update, and distribute the monthly Hospital Accompaniment Program Calendar.
* Maintain accurate and up-to-date client contact data, information on services provided, trainings attended, and statistical information for grants and departmental reports.
* Participate in daily check-ins, and departmental and interdepartmental meetings.
* Participate in regular supervision with Director of Advocacy to promote the provision of quality services.
* Maintain timely communication with the advocacy team and other agency members, when appropriate, about client updates, resources, training materials and other important information to ensure quality client care.
* Maintain a full supply of forms, information sheets, pamphlets, and resource list applicable to standard client/community requests, including Hospital Accompaniment Program resource folders.
* Coordinate and collaborate with the Volunteer Pantry Coordinator and other agency members to ensure pantry cleaning, inventory, shelf re-stocking and pantry drives.
* Promptly update the work calendar to reflect client appointments and availability.
* Assist with recruitment and training of Hospital Advocates, volunteers and interns as needed.
* Assist the Director of Advocacy with the coordination and coverage of the Hospital Accompaniment Program as needed.
* Other duties as assigned.

**Competencies:**

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

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| **Problem Solving** | Identifies and resolves problems in a timely manner. Identifies information needed to clarify a situation and seeks that information from appropriate sources. Evaluates options by considering implications and consequences; chooses effective options. |
| **Communication: Oral and Written** | Effectively transfers thoughts and expresses ideas orally or in writing in individual or group situations. Practices attentive and active listening. Ensures that regular, timely and consistent communication takes place. |
| **Judgment** | Exhibits sound and accurate judgment. Displays willingness and capacity to make timely and appropriate decisions with consideration of the consequences for clients, staff, and stakeholders. |
| **Advocacy** | Empowers others by promoting access to community services, validating one’s experience, acknowledging injustice, respecting self-determination and confidentiality, and assisting with planning for the future. |
| **Crisis Intervention** | 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. Meets survivors’ needs with empathy and kindness. |
| **Crisis Management** | Makes sound and timely decisions under pressure. Recognizes what is most suitable and appropriate in each situation. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises. Demonstrates capacity to remain grounded while responding to crises and to appropriately balance self-care and other work responsibilities. |
| **Commitment to Social Change and Social Justice** | Willing and able to approach their work with an understanding and appreciation of social change and social justice issues |
| **Planning and Organization** | Prioritizes and plans work activities. Uses time efficiently. Adapts to fluctuations in work pace. Able to manage multiple projects. Able to determine project urgency in a practical way. Uses goals to guide actions. Creates detailed action plans. Organizes and schedules people and tasks effectively. Easily adapts when there are changes in plan and strategies. |
| **Quality of Work** | Maintains high standards despite pressing deadlines. Performs tasks accurately the first time. Regularly produces accurate, thorough, professional work. Able to take accountability for own errors and capable to correct them. |
| **Collaboration and Teamwork** | Supports a positive team environment in which members participate, respect and cooperate with each other to achieve desired results; works harmoniously with others to get a job done. Responds positively to instructions, procedures, and feedback. Able to work well with staff, co-workers, peers and managers. Shares critical information with everyone involved in a project. Works effectively on projects that cross functional lines. Helps to set a tone of cooperation within the work group and across groups. Coordinates own work with others. Seeks opinions. Values working relationships. When appropriate, facilitates discussion before decision-making process is complete. |
| **Reliability** | Completes work in a timely, consistent manner. Works hours necessary to complete assigned work. Is regularly present and punctual. Arrives prepared for work. Is committed to doing the best job possible. Takes personal responsibility for decisions, actions, and failures. Open to receive and provide feedback. |
| **Support of Diversity** | Treats all people with respect. Values diverse perspectives. Participates in diversity training opportunities. Provides a supportive work environment for a multicultural staff. Applies the HopeWorks commitment to cultural proficiency. Shows sensitivity to individual differences. Treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation. Recognizes differences. Takes advantage of opportunities to learn and gain by working together. Values and encourages unique skills and talents. Seeks and considers diverse perspectives and ideas. |
| **Safety and Security** | Observes safety and security procedures and uses equipment and materials properly. |
| **Physical Demands** | 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, speak, communicate, and hear. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 25 pounds at once. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus. |

**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.