



## Job Description

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<b>Job Title:</b>	<b>DOMESTIC VIOLENCE ADVOCATE</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Job Code:</b>	<b>2292</b>		
<b>Last Modified:</b>	<b>03/01/2023</b>		

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### Position Summary:

Domestic Violence Advocate for Northwest Hospital's DOVE Program, a part of Center for Hope, provides crisis intervention, advocacy, and follow up case management services to individuals identified as victims and referred by hospital staff, police (LAP), and other community agencies or self. Position works as part of a team of dedicated and passionate staff, local police and other local agencies to help victims, including those in underserved populations, and their children stay safe and connect with resources in a trauma-informed manner.

### Essential Functions:

#### Crisis Intervention

Provides client-centered crisis intervention (education, risk assessment & safety planning, emotional support and resources) with patients in hospital, victims on LAP hotline & victims calling the program, adhering to all policies/procedures.

#### Tasks:

- Responds immediately to referrals from hospital, police and community
- Conducts risk assessments & helps victim plan for safety
- Provides crisis counseling and emotional support
- Provides education about IPV dynamics, trauma response, legal and other options and resources
- Enters all information into DOVE database and medical record in a timely manner

#### Follow up

Provides follow up advocacy & case management to victims through phone calls, in-person meetings, court accompaniment, home visits with police, & more. Also provides advocacy with police, State's Attorney, local agencies, according to all policies/pr

#### Tasks:

- Conducts follow up phone calls to victims, following DOVE procedures
- Provides advocacy with other agencies, with signed informed consent according to DOVE procedures
- Engages clients to assess needs and helps them set and meet their identified goals
- Makes referrals to DOVE and community services

#### Community Outreach

Assists with Community Outreach by attending community event and health fairs as needed.

#### Tasks:

- Attends community events and health fairs in the surrounding community
- Sets up table with appropriate brochures and literature for educational purposes
- Engages participants in discussion about domestic violence and DOVE Program

#### Data entry and stats

Enters information on clients/services into all relevant databases/medical records, and compiles stats and other information needed for grants and reports in a timely and accurate manner, adhering to DOVE policies/procedures.

#### Tasks:

- Enters client information and services into database promptly, accurately, and thoroughly, following procedures
- Completes all required documentation for grants and other reports accurately and timely, based on

procedures

**Level of Supervision**

**Required:** Work is reviewed periodically

**Contacts:** Regular contacts, within or outside the Company to give or get information. Require courtesy, tact, and some knowledge of Company procedures.

**Type of Supervisory Responsibilities:**

None

**Qualifications/Requirements**

**Education/Knowledge:** Formal working knowledge; equivalent to an Associate's degree (2 years college); requires knowledge of a specialized field

**Education Discipline:** Must have experience with victims of domestic violence. Prefer knowledge of Maryland resources and LAP.

**Experience:** 3-5 years

**Technical/Clinical Skills (Usage):**

Safety planning (Frequently)

Microsoft Office Suite (Frequently)

Basic computer skills (Frequently)

Cerner (Occasionally)

Standard Office Equipment (Frequently)

Medical terminology (Occasionally)

Critical thinking skills (Frequently)

**Certifications, Licenses, Registrations:**

None

**Communication Skills and Abilities:**

Demonstrates the ability to follow verbal instructions.

Demonstrates the ability to communicate effectively verbally.

Demonstrates the ability to communicate effectively in writing.

**Physical Demands and Working Environment**

**Physical Demands:**

Light - Exerts up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently to move objects. Physical demands are in excess of those of sedentary work. Light work usually requires walking or standing to a significant degree.

**Work Environment:**

Contact Job - Potential exposure to patient blood and/or body fluid or air-borne contaminants.

Normal Environment

- Normal light, air, and space in work environment.