



EMPOWERING LIVES • EDUCATING THE COMMUNITY • ENDING VIOLENCE

110 West Johnson Street Suite 102, Staunton VA 24401 (540) 885-7273

24-hour hotline (540) 886-6800

Client Services Advocate

Position Description

Position: Client Services Advocate

Employee status: Part-time

Supervision: Client Services Advocates report directly to the Residential Program Coordinator.

Core Duties:

All agency staff are expected to perform the following duties as part of their role at New Directions Center:

- Provide crisis intervention, safety planning, support, and advocacy services to residential and community clients impacted by domestic violence, sexual assault, and human trafficking, including completing intake forms for clients who elect to receive agency services.
- Maintain confidential client and agency records, enter required statistical and other data in a timely manner, and participate in client case review meetings with agency and shelter staff as needed.
- Provide educational information, resource materials, community and professional referrals, and co-facilitate trainings for staff, volunteers/interns, allied professionals, and community groups as needed.
- Participate in the agency's hotline rotation, including backup support for the crisis hotline and Lethality Assessment Protocol hotline, and provide hospital accompaniment for victims of sexual assault and strangulation as notified by Augusta Health.
- Participate on community teams, committees, and coalitions related to domestic violence, sexual assault, human trafficking, and/or other matters pertaining to the agency's mission and services.

- Develop and maintain positive working individual and agency relationships for the purpose of program services and public relations.
- Complete Basic Advocacy Trainings through the Virginia Sexual and Domestic Violence Action Alliance and other required agency, funder, or program-related trainings as assigned.

Duties and Responsibilities:

- Provide direct shelter support during assigned rotating weekend day shifts.
- Respond to resident needs and maintain a safe, respectful, and trauma-informed shelter environment.
- Complete shelter admissions, including room preparation, orientation, review of shelter guidelines, and coordination of immediate needs.
- Monitor shelter operations and conduct routine safety and facility checks.
- Perform minor facility repairs and general upkeep when appropriate and promptly report or escalate maintenance needs requiring specialized service.
- Identify and report maintenance concerns, safety hazards, incidents, and unresolved resident needs to appropriate staff.
- Assist with maintaining a safe, functional, organized, and welcoming shelter environment.
- Oversee the intake, sorting, organization, and storage of incoming community donations to support efficient inventory management and accessibility of needed supplies.
- Assist residents with supplies, appointments, transportation coordination, referrals, and other practical needs.
- Reinforce shelter guidelines and shared-living expectations using a supportive, nonpunitive approach.
- Document significant shift activities, incidents, resident concerns, and follow-up needs.
- Maintain readiness for hospital accompaniment and other urgent client-service needs during assigned coverage.
- Help maintain an organized, welcoming, and adequately stocked shelter.
- Assist with the coordination, facilitation, and day-to-day operation of small women's groups, educational activities, and other agency programming as assigned.
- Represent New Directions Center at scheduled weekend community events, outreach activities, and other public-facing initiatives as needed.
- Provide occasional additional shelter, hotline, or client-service coverage as needed.
- Perform other related duties as assigned.

Requirements:

- Ability to work assigned rotating weekend day shifts and occasional additional hours as needed to support shelter, hotline, hospital accompaniment, community events, programming, or other agency coverage needs.

- Ability to work independently, respond calmly to urgent situations, and use sound judgment while following agency policies and supervisory guidance.
- Strong interpersonal, communication, documentation, and organizational skills.
- Ability to maintain professional boundaries and work respectfully with individuals from diverse backgrounds and life experiences.
- Valid driver's license, reliable transportation, and availability to travel for work-related responsibilities. Mileage will be reimbursed in accordance with the Personnel Policy Manual.
- Ability to successfully complete all required criminal-history, driving-record, and other applicable background checks.
- Ability to understand, sign, and consistently comply with the agency's Confidentiality Policy and all other applicable personnel, ethics, safety, and client-service policies.
- Willingness to complete required orientation, on-the-job training, and continuing professional education as assigned.
- Basic proficiency with Microsoft Office, Google Workspace, and electronic documentation systems, with the ability to learn additional agency databases and technology.
- Ability to reliably report for scheduled shifts, remain available throughout the shift, and communicate promptly regarding absences, emergencies, or coverage concerns.

Qualifications:

- Bachelor's degree, current enrollment in a bachelor's degree program, or equivalent relevant experience, preferably in human services or a related field.
- Knowledge of domestic violence, sexual assault, human trafficking, crisis intervention, and trauma-informed advocacy.
- Practical handiness and general maintenance skills preferred, with the ability to assist with minor repairs, troubleshooting, and upkeep of the shelter environment.
- Ability to work independently, remain calm during crises, use sound judgment, and communicate effectively with staff and supervisors.
- Strong interpersonal, verbal, written, organizational, documentation, and time-management skills.
- Ability to maintain confidentiality, professional boundaries, and respectful relationships with people from diverse backgrounds.
- Proficiency with Microsoft Office, Google Workspace, and electronic documentation systems.
- Valid driver's license, reliable transportation, and availability for work-related travel. Mileage reimbursement will be provided in accordance with agency policy.
- Ability to successfully complete required criminal-history, driving-record, and other applicable background checks.

- Willingness to comply with all agency confidentiality, ethics, safety, personnel, and client-service policies.
- Dependability, flexibility, and the ability to reliably report for scheduled shifts.