

**LAKE COUNTY CRISIS CENTER**  
**Coordinator - Family Advocate II**

Coordinator - Family Advocate II provides primary support for the day-to-day operations and needs of the Emergency Shelter Program. The Family Advocate II also acts as coach/mentor and direct supervisor to Family Advocate I staff members as well as direct support/backup to the Director of Shelter Services. Reports to the Director of Shelter Services and works closely with all programs.

**RESPONSIBILITIES:**

Develop individual service and safety plans in collaboration with assigned clients.

Provide case management for clients. Minimum case load of 3 families.

Act as advocate for clients with legal, medical, counseling, welfare, housing, educational, and other services as needed.

Refer clients to appropriate community resources and facilitate access to those resources

- Educational services (GED/college, etc.)
- Employment services (resume building, referring to job fairs and other hiring opportunities)
- Transportation information and assistance (public transportation routes, availability, fees, etc.)
- DHS service assistance (applying for benefits, completing renewals, paperwork deadlines)
- Medical and mental health facilities
- Legal referral advocacy (referral to services for legal advice including but not limited to family and child court cases, DCFS cases, etc.)
- Community outreach service connections (connect client with current and ongoing community resources that other staff may not be plugged into or aware of)
- Transitional supports (completing forms and other documents needed for housing resources)
- Resources for children (school programs, child care, groups, etc.)
- Internal referrals to appropriate programs

Provide education on the Illinois Domestic Violence Act, Orders of Protection and stalking laws to enhance client safety and abuser accountability, providing referral sources internally and/or externally when appropriate.

Act as direct support/backup to the Director of Shelter to ensure consistency for both staff and clients.

Provide coaching and mentoring, and direct supervision to Family Advocate I staff.

Interact with clients in the community areas of the shelter and role model appropriate social skills, conflict resolution, parenting and other skills of daily living.

Provide crisis intervention counseling and referrals for callers on the crisis line.

Conduct intake and eligibility evaluations to determine client's needs and appropriateness for services.

Supervise and coordinate house policies and chores as they apply to residents of the shelter.

Ensure documentation in client records is appropriate, accurate, timely and in accordance with agency policies and funding requirements.

Provide follow-up services for former residents and complete court callbacks.

Interact with clients in the community areas of the shelter and role model appropriate social skills, conflict resolution, parenting and other skills of daily living.

Assist in receiving and storing donations as requested.

Develop a good rapport and networking with area agencies.

Attend and participate in staff meetings, case management and other training and meetings as requested.

Work as a team player in the organization.

Provide support and guidance to volunteers.

Perform additional responsibilities as assigned.

## **QUALIFICATIONS:**

Master's Level in social work, counseling or closely related field or Bachelor's degree with 3 – 5 years of experience.

Knowledge of counseling theories and modalities with a commitment to client empowerment and self-direction.

Excellent written and oral communication and interpersonal skills.

Bilingual Preferred

Ability to provide active listening, encouragement and counseling to clients.

Ability to motivate clients into action, to engage clients in shelter services and to support client progress toward achievement of their service plan and personal independence.

Ability to accept, to understand, and to relate sensitively to people of varied socio-economic, racial, cultural, gender preference, sexual preference and experiential backgrounds.

A commitment to the philosophy and program of A SAFE PLACE, which includes a commitment to survivors' issues, sharing a belief in helping to create a society free from violence, and in working in a cooperative environment.

Ability to lift 20 pounds.

Ability to climb stairs and be mobile within the facility.

Exempt, full-time, salaried employee.

*Please be aware that an agreement to hire should not be considered a contract of employment for any definite period of time or the guarantee of any particular rules, policies and conditions of employment. In addition, under Illinois law the employment relationship is terminable at will by either party.*