



Domestic Violence Advocate Residential Family Support Specialist

Mission Statement

Hope, healing, safety, social change.
Working together to end domestic and partner violence.

Vision

A community unified in peace, justice, and equity,
for the safety and well-being of every individual.

Statement of Welcome and Affirmation

*DOVE welcomes refugee and immigrant survivors
both documented and undocumented; people with disabilities;
people who are D/deaf or hard of hearing; BIPOC (Black, Indigenous, and other People of Color);
LGB, Queer, Trans, and Non-Binary individuals; people of all religion and faith beliefs; and
individuals whose first language is not English.
DOVE welcomes people of all identities, including those not named.*

Organization Summary

DOVE (Domestic Violence Ended), Inc. was founded in 1978 and has since grown from one crisis hotline to a comprehensive multi-services organization. DOVE is the only domestic violence organization in Norfolk County. DOVE provides a range of services for individuals who have experienced abuse, including a 24-hour hotline, emergency shelter, safety assessment and planning, supportive education and counseling, support groups, legal assistance, assistance accessing governmental and community-based services, and community outreach and education. At DOVE, we believe that all people have the right to live free from the fear of abuse. At our core, DOVE's work is about fostering healthier and safer relationships for all. DOVE recognizes that oppression and historical and systemic inequity are root causes of problems we strive to address with and on behalf of survivors. We acknowledge that it is impossible for us to fulfill our mission without creating an equitable and inclusive environment for our staff, partners, and people we serve.

Job Purpose

DOVE seeks an experienced and passionate **DV Advocate/Residential Family Support Specialist** ("Advocate/RFS Specialist") to strengthen our programming and services for emergency shelter and transitional living program participants. DOVE's Emergency Shelter and off-site transitional living apartments provide short-term emergency shelter for adults and their children seeking safety and support from domestic violence. DOVE's emergency shelter is gender-inclusive serving women, men, and survivors who identify as gender expansive or non-binary. The DV Shelter Advocate/RFS Specialist provides a range of in-shelter residential support and services for adult survivors of domestic violence and their children who are living in DOVE's congregate living and those living in DOVE-managed off-site apartments, as they transition into permanent housing on their own. The Advocate/RFS Specialist works in a team with several other staff, providing general support and assistance, crisis response and prevention to hotline callers. Further, they work with residential services program participants on risk assessment and safety planning, as well as assisting with basic needs.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

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Additionally, the Advocate/RFS Specialist will serve as a liaison and advocate with community service providers to secure resources and ensure services for children/families both living within the residential program, those who have moved into off-site apartments, and those who have moved on to other safe housing, if they choose to seek continued support from DOVE and as staff capacity allows. The Advocate/RFS Specialist will also build and maintain connections with local resources and family support networks. Further, the Advocate/RFS Specialist will plan and implement programs and services including support and activity groups for adults and children, presentations by outside providers, House Meetings and other activities.

The Advocate will report to the Director, Residential Services.

Responsibilities

General Programmatic (~25-35%)

- ❖ Answer 24-hour hotline. Provide crisis prevention/intervention and supportive listening to callers. Provide information and referrals as appropriate.
- ❖ Update SafeLink listing with availability of shelter room(s) for new program participants (PPs) twice daily.
- ❖ Complete intake process with callers seeking emergency shelter when space is available and consult with Director of Residential Services and Shelter Team on safety planning and risk assessments. Prepare bedrooms for new arrivals. Greet new PPs and orient them to the shelter and program.
- ❖ Complete intake process and interviews for Transitional Housing with existing DOVE Emergency Shelter PPs who have been in the Shelter Program for at least 90 Days, dependent on openings in the offsite apartments
- ❖ Ensure the shelter is welcoming, responsive, and supportive of the experiences and needs of all PPs.
- ❖ Working as part of the shelter team, provide trauma-informed and age-appropriate support services, counseling, and advocacy to adult and minor-aged child PPs who've experienced domestic violence.
- ❖ Be available for consultation by other team members and intern(s) as needed.
- ❖ Assist in ensuring the safety and security of PPs by being aware of the needs of program participants as well as the activities taking place within the house, and routinely assessing for safety and reporting all problems or concerns appropriately and in a timely manner.
- ❖ Facilitate House Meetings and support groups for PPs in conjunction with other Residential Services Team members.

Specialized Programmatic (~30-50%)

- ❖ Conduct needs assessment with all adult and minor-age child(ren) shelter PPs, including health and well-being assessment. Develop support plan in collaboration with each/all members of the family to address identified needs.
- ❖ Manage case load of offsite PPs. Conduct period and regular check ins and complete needs assessment as necessary with all adult and minor-age child(ren) Transitional Housing PPs, including health and well-being assessment. Develop support plan in collaboration with each/all members of the family to address identified needs.
- ❖ Provide support and referrals as needed to facilitate positive parenting and child development.



- ❖ Support parent advocacy on behalf of their children’s educational and health needs.
- ❖ Facilitate psycho-educational parenting groups for PPs.
- ❖ Facilitate connections with local resources and provide advocacy as needed for PPs, including orientation to community and civic life, food pantries, health and mental health assistance, government benefits, faith community supports, etc. Support Program Participants with school enrollment, seeking childcare/afterschool care, summer camp enrollment, assistance seeking vouchers, etc.
- ❖ Accompany families to appointments; provide advocacy on behalf of PPs as appropriate; and facilitate language translation and interpretation as necessary (through a third party).
- ❖ Maintain network of mental health, health, social service, substance abuse, and other resources. Meet and/or communicate regularly with these providers to maintain connections and identify and address barriers and gaps, etc.
- ❖ Coordinate special events and activities for residential PPs (adults and children), with the support of other Residential Services Team members.
- ❖ Facilitate and maintain contact with former PPs hosting monthly groups and events, including the annual summer reunion cookout.
- ❖ Participate in regular on-call rotation (for 1 week every 6-10 weeks).

Administrative (15-25%)

- ❖ Maintain accurate and complete forms and documentation as required and in a timely manner. Keep case notes and records, track services delivered in the EmpowerDB database; submit routine reports for funders in collaboration with the Director of Residential Services.
- ❖ Create and maintain outcomes measurement data accurately and consistently.
- ❖ Periodically represent DOVE in meetings or interactions with collaborators, community stakeholders, donors, and/or funders.
- ❖ Attend and participate in regularly scheduled individual supervision, staff meetings twice monthly, case review and residential services team meetings, ongoing professional development meetings and trainings, and DOVE fundraising and other community events.
- ❖ Work as part of a team to ensure that shelter program participants are provided with professional, empathic, safe, and affirming services within the context of DOVE’s mission and organizational values, and consistent with legal, organizational, and funder requirements.
- ❖ Contribute to maintenance and upkeep of the physical environment of care. Notify Director of facilities concerns. Contribute to assessment of and planning for needed maintenance and repairs and/or improvements. Provide support if/as needed with annual building/facilities inspections, including any preparatory work and any follow-up required.
- ❖ DOVE has committed 5% (2 hrs/wk) of all staff time to participate in active learning regarding justice and equity issues, including regarding race, gender identity, sexual orientation, ability, etc., to include reading, listening to podcasts, watching webinars, videos, etc. Active discussion with peers is encouraged. For BIPOC and LGBTQ/T staff, time can include commitment to self-care and resilience-building practices as needed. Active participation is supported.
- ❖ Complete other duties as assigned.



Skills & Qualifications

- ❖ Experience working with individuals and families impacted by abuse and trauma, as well as oppression, including racial, cultural, and historic oppressions. Knowledge of the dynamics of domestic and sexual violence as well as trauma issues as they relate to victims/survivors of violence and their children.
- ❖ Demonstrated crisis intervention, problem-solving, and conflict-resolution skills.
- ❖ Ability to communicate effectively and creatively with children and adults. Excellent interpersonal skills. Be a “people person;” enjoy talking and working with others.
- ❖ Two to four years’ experience working in a residential setting and with low-income families.
- ❖ Basic knowledge of child protection services and the criminal legal system services as connected with domestic violence.
- ❖ Strong organizational skills. Ability to effectively multi-task and manage competing demands and activities by prioritizing and communicating clearly.
- ❖ Experience and the ability and desire to work with diverse populations including, but not limited to, non-English speaking families, LGBTQ/T (Lesbian, Gay, Bisexual, Queer and/or Transgender) survivors, and individuals with histories of substance abuse and/or mental health challenges.
- ❖ Willingness to learn about and actively use social justice/anti-oppression awareness and understanding in daily work.
- ❖ Excellent oral/interactive and written communication skills in English; sound computer skills.
- ❖ Positive approach, can-do attitude, flexibility, sense of humor, appreciative demeanor, and grace under pressure.
- ❖ A strong work ethic; a sense of initiative and ability to work independently.
- ❖ Ability to work effectively and collaboratively in a creative and resourceful non-profit setting.
- ❖ Ability to model and uphold appropriate professional boundaries and confidentiality in work with program participants/clients, co-workers, supervisor, and members of the community.
- ❖ Bilingual (Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL) preferred. Additional compensation provided for language skills in addition to English needed in DOVE’s service area.
- ❖ Bachelor’s degree in Social work, Sociology, Human Services, Community Health, Women’s/Gender Studies, Africana Studies, Chicana Studies, or related field welcome. Equivalent life experience considered.

Requirements

- ◆ Must be committed to DOVE’s mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- ◆ Must commit to understanding and upholding DOVE’s organizational values in practice.
- ◆ Must complete DOVE’s comprehensive domestic violence training within one (1) year of hire, participating when the training is next offered by DOVE; documentation of similar training at another organization may partially fulfill this requirement.
- ◆ Valid MA driver’s license preferred, along with reliable transportation, current automobile insurance, and willingness to travel within DOVE’s service area on organizational business.
- ◆ Able to climb and descend stairs, bend, and lift items (including shoveling) up to 30 pounds.
- ◆ A CORI background check is mandatory. CORI History will be reviewed and may not disqualify candidates.

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*** DOVE aspires to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities including QTPOC, candidates with disabilities, and individuals with experience working in DOVE's catchment area are particularly encouraged to apply.*

Work Schedule: Full-time, hourly position, 40 hours/week, generally Monday-Friday 8 hours/day, including some 7-3, 8-4, 11-7, and 12-8 shifts; flexibility is a must (anticipated ~1 evening weekly and weekend time periodically). Up to 20% time remote is possible following training/onboarding and as possible within staffing and operational constraints. The Advocate/RFS Specialist may be required to work at other times to provide advocacy support and/or on-call coverage and/or attend and conduct training/ meetings; this will include evening and weekend hours.

Compensation & Benefits: DOVE is committed to working for social and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

Compensation:

- ◆ Position will be paid hourly in the range of \$22.84-\$25.00 (FTE annual range = \$47,500-\$52,000).
- ◆ Additional compensation (\$2,000 gross annual per 40 hr FTE) is available for proficient language skills preferred in DOVE's catchment area, including: Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL.
- ◆ Non-exempt/hourly position.

Benefits consistent with personnel policy:

- ◆ Paid time off: Vacation (3 weeks in Year 1, increases at Year 3), Personal Days (3 days/year pro-rated), Sick time (12 days/year), and 13 Holidays.
- ◆ Insurance coverage (70% Health/Dental and MA PFML covered, 100% Short-Term Disability and Life/ADD).
- ◆ Option to utilize Flexible Spending Account.
- ◆ Opportunity for individual to establish and contribute to retirement account. Matching contribution up to 4% for participants.

This position is supported by and dependent on grant funds.

To apply, send Cover Letter specifically for this position and Resume to:

- ◆ Sue Chandler, Executive Director, DOVE Inc. applytodove@gmail.com
- ◆ Applications will be considered until the position is successfully filled. It is DOVE's hope that the incumbent will begin work January/February.
- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.
- ◆ DOVE will provide 2-3 hours of compensation at mid-point of hiring range (\$23.92/hr) per interview to candidates provided interviews, in order to compensate for prep and interview time, childcare, transportation, etc.

- ◆ DOVE anticipates that the hiring process will consist of two to three interviews with different members of the Residential team and potentially full staff, including Executive Director.

For more information on DOVE, see our website: www.dovema.org

Posted February, 2023

