



ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, www.alliance4community.org

Job Title:	Point of Entry Advocate	Job Category:	Community
Classification:	Community Based Services	WC Code #:	8742
Location:	Valley Crisis Center	Travel Required:	Yes
Level/Salary Range:	\$18.74 per hour	Position Type:	Full time; 40 hours per week
HR Contact:	Denise Conway	Phone:	(209) 742-6456
Name:		Date of Hire:	
Immediate Supervisor:	Program Coordinator		
Benefits:	11 Paid holidays, 3 weeks 4 days (152 hours) Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.		

Applications Accepted By:

E-mail Application, Resume and Cover Letter to:
Applications@alliance4you.org
Subject Line: VCC Point of Entry Advocate
Attention: Human Resources

Job Description

Role and Responsibilities

Provide crisis intervention, appropriate response, and referrals to victims of domestic violence, sexual assault and/or human trafficking through the crisis line or in person through walk-ins and call-outs during regular business hours based at Valley Crisis Center's Merced Office. Conducts assessments for emergency shelter, as well as other services provided through the agency. Provides referrals for services, follow-up, on-going support to clients seeking services at VCC's office locations, as well as emergency shelters when needed. Bilingual (Spanish) and bicultural preferred. Must have a clean driving record and have had a driver's license for at least 5 years.

Crisis Intervention & Advocacy:

- Respond to victims of crime to reduce levels of trauma and provide support in a way that reflects the agency's mission, standards, and values
- Answer crisis line calls, respond to walk-ins and call-outs; assess for immediate needs and services, provides referrals, and complete necessary documentation
- Respond to calls requesting an advocate from clients, law enforcement agencies, medical facilities, and other social service providers when it is appropriate and safe to do so
- Provide advocacy and accompaniment on behalf of walk-in clients, call-outs, and crisis calls
- Communicate with law enforcement or other agencies as needed for the purposes of securing services for the client and ensuring their safety
- Provide emergency transportation when necessary and safe
- Ensure that the client receives the necessary information to access additional services and referrals
- Support reception staff with front desk duties
- Contact the client in one or two days for the purposes of following-up, providing safety planning and going over available resources
- Assist with connecting clients with additional legal and counseling services that are outside of VCC's scope
- Provide support to the legal department when needed
- Maintain a professional demeanor when working with clients and community partners





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- Maintain the confidentiality of client information in files, conversations, or obtained from written sources
- Respond to crisis after hours and weekends through the crisis hotline or in person on a rotating on-call basis

General Duties:

- Clearly communicate with supervisor as to when response was provided
- Participate in staff meetings when requested by supervisor with sufficient advanced notice
- Adhere to agency values and mission statement
- Keep current on available resources to clients
- Represent the agency in the community in a professional and competent manner
- Compile documentation necessary for statistical reports and case records in a timely manner
- Assist office staff with completing files and ensuring the files are completed correctly
- Other duties as assigned within scope of job classification

Qualifications and Education Requirements

Knowledge of:

- Domestic Violence and Sexual Assault and Human Trafficking
- Crisis intervention and Counseling Techniques
- Skills and knowledge of multiple computer applications (Data entry, Excel, Word, PowerPoint, Webinar software, website software, etc.)
- Trauma informed response and empowerment coaching techniques
- Community resources

Ability To:

- Communicate and deal effectively with individuals and groups in stressful situations
- Work effectively with limited supervision, high stress, and rapidly changing situations and circumstances
- Effectively communicate with individuals of various socioeconomic and cultural backgrounds
- Help clients to resolve conflict
- Demonstrate sensitivity to the cultural/ethnic diversity of the service population

Education/Experience:

- High School Diploma/GED preferred
- One year experience in social services settings, preferably working as an employee or volunteer in providing oversight to a diverse group of individuals
- Completion of 40 hours of Domestic Violence and 40 hours of Sexual Assault counselor training upon hire

Physical Requirements:

- Ability to see, read, and distinguish instructional material, rules and policies and other printed matter
- Ability to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Physical agility to lift and carry up to 20 pounds and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist, and turn





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- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion, to make good judgments and decisions, and to evaluate the results of decisions and judgments
- Facility to drive a car

Note:

This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance for Community Transformations adheres to the provisions of ADA regarding reasonable accommodation procedures.

Additional Requirements:

- Must complete finger printing and background check upon hire, at Alliance expense. Failure to pass fingerprint clearance or background may result in withdrawal of job appointment
- Must have reliable transportation, a valid driver’s license, and DMV clearance
- The Alliance requires all new hires to be fully vaccinated against COVID-19 (including a booster). Potential new hires may make a request for a medical or religious exemption. If an exemption request is deemed valid and is granted, we will consider whether or not a reasonable accommodation exists that would allow the individual to perform the essential functions of the job.

Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities.

Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.

Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	07/14/2022	Revised Job Description Date:	

*** Upon Hire, this will be signed and dated by the applicant. ***

Signature

Date

