



AFSSA

ASIAN FAMILY
SUPPORT SERVICES
OF AUSTIN

Client Advocate - Domestic Violence Services

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About AFSSA:

Started in 1992, *Asian Family Support Services of Austin* is a non-profit organization that exists to break the cycle of violence in Asian and immigrant communities through Education, Advocacy, and Empowerment. AFSSA empowers Asian survivors of domestic violence and sexual violence, improves their access to services, and increases community awareness of various forms of gender-based violence and oppression.

AFSSA is guided by its core values: Prevention, Advocacy, Responsiveness, and Transformation.

AFSSA is committed to providing the highest quality, client centered and strength based services.

Position Summary:

The Client Advocate, Domestic Violence services will be responsible for providing culturally-grounded and trauma-informed supportive client services for Asian and immigrant survivors of domestic violence, sexual violence and sex trafficking. Holistic services provided will consider cultural, language and religious dynamics that are traditional barriers to the Asian and immigrant community in fully utilizing available community resources to ensure safety and well-being. This position will directly report to the Manager of Domestic Violence and Hotline Services.

Essential Job Functions:

- Provide strengths-based comprehensive and confidential culturally-grounded, trauma informed interventions and support for children, individuals and families impacted by sexual violence/domestic violence/sex trafficking
- Help identify the strengths and needs of clients while establishing a holistic individualized case plan and provide ongoing advocacy-based case management services to support survivor in identifying needs and options within the framework of their cultural milieu, abilities, and support network
- Provide advocacy to clients accessing legal, medical and other services as necessary throughout various system interactions
- Work closely with other AFSSA Direct Service staff as well as partner service providers to ensure continuum of supportive services for client
- Maintain proper client files in agency database, statistics and intake forms including biopsychosocial-spiritual assessments, individual case plans and/or reports; ensure all files are complete and up-to-date
- Participate in the on-call rotation for Hospital Accompaniment as scheduled

- Assist with the agency hotline and provide support, safety planning and other crisis related services during and outside of office hours

- Participate in Austin area coalitions and task forces to build alliances and partnerships with community based organizations to increase access to support services for clients
- Attend various agency meetings as required including staff, direct service and supervision meetings
- Incorporate the use of trained Direct Service volunteers into direct or support work with clients
- Adhere to all agency, state and federal policies and regulations including confidentiality
- Perform other programmatic and agency duties as assigned

Required knowledge, abilities, and skills:

- Bachelor's degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field or minimum 2-year experience in nonprofit work
- Experience in trauma-informed service provision
- Knowledge of culturally-grounded service provision to traditionally underserved populations
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Strong familiarity with one or more Asian languages
- Knowledge of local Austin-area community resources
- Knowledge of gender-based violence issues and their impact on individuals and families and experience working with individuals who have experienced trauma
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other primary software packages
- Must have own transportation to travel frequently within the metropolitan area
- Ability to maintain effective relationships with staff, volunteers, community and national partners
- Ability to plan and organize work in an effective and timely manner
- Ability to maintain flexible schedule in accordance with program needs

SPECIFICATIONS:

- **FLSA Status:** Full-Time Non-Exempt
 - **Salary Range:** \$51,000
 - **Benefits:** Paid Time-Off (PTO), holidays, health insurance, retirement benefits
 - **Hours:** 40 hours per week, including evenings and weekend commitments
 - **Required:** Valid U.S. work permit
 - **Note:** This position is subject to grant funding
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