

Client Advocate – Sexual Violence Services

ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation, generous PTO, and comprehensive benefits. Time-off includes up to: 208 hours of paid time off; 40 hours of Floating Holidays; 48 hours of Official Holidays; and Comp time. AFSSA also offers a 401k retirement program with an employer match.

Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.

POSITION SUMMARY:

The Client Advocate (Sexual Violence) will be responsible for providing culturally-grounded and trauma-informed supportive client services for Asian and immigrant survivors of 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 Sexual Violence 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.
- Help identify the strengths and needs of clients while establishing an individualized case plan and provide ongoing advocacy-based services to support survivors in identifying needs and options within the framework of their cultural milieu, abilities, and support network
- Provide client centered advocacy and assisted access to legal, medical and other services necessary throughout various system interactions
- Provide peer support and advocacy surrounding sexual violence and healthy sexuality while incorporating cultural constructs
- Work closely with other AFSSA advocates to ensure continuum of supportive services for client
- Maintain proper client files, statistics and intake forms including individual case plans and/or reports; ensure all files are complete and up-to-date
- Assist with the agency hotline and provide support, safety planning and other crisis related services
- Coordinate and facilitate psycho-educational support groups for clients
- Participate in same hospital accompaniment program
- Evaluate program for effectiveness and prepare weekly, monthly, quarterly and annual reports
- 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
- Provide support to partner service agencies in addressing the needs of Asian survivors of sexual violence
- Attend various agency meetings as required including staff and direct service meetings
- Incorporate the use of trained Direct Service volunteers into direct or support work with clients
- Adhere to all agency protocols and policies
- Perform other duties as assigned

PREFERRED KNOWLEDGE, ABILITIES AND SKILLS:

- Bachelor's degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field and two years' experience with advocacy or case management, sexual assault intervention, counseling, and/or crisis management OR an equivalent combination of education and experience
- Knowledge of culturally-grounded service provisions to traditionally underserved populations
- Knowledge of Asian cultures, issues facing immigrant populations, respect for all cultures, and ability to interact with diverse groups
- Knowledge of local Austin-area community resources
- Knowledge of gender-based violence issues and their impact on individuals and families or/and experience working with individuals who have experienced trauma
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other software packages
- Active listening, peer support abilities and facilitation skills
- Strong oral and written communication skills and positive interpersonal relationship skills
- Must be willing to be on call evenings and weekends for periodic hotline availability
- Must submit to and successfully complete a background investigation
- Must have own transportation to travel frequently within the metropolitan area
- Ability to work independently and as part of a team, maintaining 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
- Familiarity with one or more Asian language

SPECIFICATIONS:

- **FLSA Status:** Full-Time Non-Exempt
- **Salary Range:** \$51,000
- **Benefits:** 100% employer paid health, dental and vision insurance. 401k program (up to 3% employer match). Generous Paid Time-Off (PTO, accrued semi-monthly @ 8 hrs per pay period), five (5) Floating Holidays, six (6) Official Holidays.
- **Hours:** 40 hours per week, including evenings and weekend commitments
- **Required:** Valid U.S. work permit
- **Required:** Occasional use of self-insured personal vehicle.
- **Required:** Valid Texas Driver License
- **Note:** This position is subject to grant funding

AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran with a disability.