



AFSSA
*asian family support
services of austin*

PREVENT ADVOCATE RESPOND TRANSFORM

CLIENT ADVOCATE
Sexual Violence Services
09.09.2026

ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)

Asian Family Support Services of Austin (AFSSA) is a nonprofit organization dedicated to breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, AFSSA empowers survivors of domestic violence, sexual assault, stalking, and human trafficking by improving access to culturally specific services while increasing community awareness of gender-based violence.

Guided by our core values of **Prevention, Advocacy, Responsiveness, and Transformation**, AFSSA provides high-quality, client-centered services throughout Central Texas.

AFSSA offers a competitive compensation package including employer-paid medical, dental, and vision insurance, generous paid time off, paid holidays, retirement benefits with employer match, and opportunities for professional development.

POSITION SUMMARY:

The Client Advocate, Sexual Violence Services will be responsible for providing culturally-grounded and trauma-informed supportive client services for Asian survivors of sexual violence, domestic violence and sex trafficking. Holistic services provided will consider cultural, language and religious dynamics that are traditional barriers to the Asian 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, adults, and families impacted by sexual violence and domestic violence
- 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, OR equivalent combination of education and experience.
- 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 insured transportation to travel frequently within the metropolitan area
- Ability to maintain effective relationships with staff, volunteers, community and national partners
- Comfortable working in a fast-paced environment with multiple teams and priorities.
- 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: \$53,000
- 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's License
- Note: This position is subject to grant funding
- Employment contingent upon successful completion of a background investigation and authorization to work in the United States

BENEFITS:

AFSSA provides a comprehensive benefits package including:

- 100% employer-paid Medical, Dental, and Vision Insurance
- 401(k) Retirement Plan with Employer Match
- Generous Paid Time Off
- Floating Holidays
- Official Agency Holidays
- Compensatory Time
- Professional Development Opportunities

EQUAL EMPLOYMENT OPPORTUNITY

Asian Family Support Services of Austin is an Equal Opportunity Employer. AFSSA does not discriminate based on race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, gender expression, or any other protected status under applicable federal, state, or local law.

AFSSA is committed to creating an inclusive workplace where all employees are respected, valued, and empowered to succeed.