



Job Title: Bilingual Crisis & Community Support Advocate

Hours: Swing Shift / M-Th 11:30am-8pm, F 8:30am-5pm

Location: Community Office

Reports to: Manager of Community & Systems Advocacy

*Next Door Solutions to Domestic Violence (Next Door Solutions) is a nonprofit organization located in San Jose. Since 1974, Next Door Solutions has been providing critical intervention and prevention services to domestic violence survivors and their children. Next Door Solutions' advocacy services include survivor-defined intervention from crisis to self-sufficiency. Next Door Solutions is a community leader, known for its advocacy orientation to achieve its mission of **ending domestic violence in the moment and for all time**. Next Door Solutions believes in the self-efficacy and innate strength of survivors and views them as a partner in accomplishing our mission. As one of the leading local agencies in the domestic violence field, Next Door Solutions takes pride in its grassroots legacy, commitment to systems change, and its "roll up your sleeves" culture. Next Door Solutions is an equal opportunity employer committed to developing the leadership skills of people from diverse backgrounds.*

Next Door Solution is looking for a knowledgeable, objective and supportive individual to join a hard working advocacy team, working to provide critical intervention and comprehensive services to domestic violence survivors and their children. The Crisis & Community Support Advocate (CCSA) is responsible for providing integral gateway services to survivors of domestic violence including extensive safety planning, risk assessment counseling legal advocacy and options counseling, and individualized referrals to survivors through face-to-face and telephone services. A successful CCSA will use advocacy skills at the individual and system levels to assist and partner with survivors to reach their desired goals.

RESPONSIBILITIES:

- Trauma-Informed provision of crisis intervention counseling, safety planning, and risk assessment for survivors through walk-ins, appointments and telephonic services
- Review client's eligibility for restraining orders and/or immigration relief, complete intake interviews and explain the process
- Assist self-represented clients with completing restraining order paperwork, including interviewing victims about history of abuse in a trauma-informed manner, drafting declarations supporting the restraining order application, and filing the paperwork with the court

- Advocate for clients and work collaboratively with systems, courts, county departments and other related agencies
- Connect & refer survivors to other Next Door Solutions services
- Connect & refer survivors to other community agencies
- Maintain current referral/resource information and guide
- Maintain all client records, notes, and documentation, including database entry
- Maintain up-to-date training on domestic violence and other related topics
- Professionally handle all contact with Next Door Solutions clientele, donors and the community
- Handle information and crisis calls from survivors of domestic violence and members of the general public
- Effectively and efficiently process all incoming donations, when necessary

QUALIFICATIONS:

- Bachelor's degree in Social Work, Behavioral Science, Psychology, or equivalent experience working in human services
- Organizational skills and some ability to manage both routine and complex tasks
- ***Bi-lingual – English/Spanish***
- Excellent communication skills both written and verbal

PREFERENCES:

- Ability and experience working in crisis intervention
- Experience working with survivors of domestic and sexual violence

Next Door Solutions is an equal opportunity employer. We do not discriminate on the basis of race, color, religious creed, ancestry, national origin, age, sex, or gender (which includes gender identity, pregnancy, childbirth, or related medical conditions), marital status, sexual orientation, physical or mental disability, medical condition (as defined under California law), veteran status, family care status, taking or requesting statutorily protected leave, or any other basis protected by law.