



STRONGHEARTS
Native Helpline

Advocate Job Description

BASIC INFORMATION	
FLSA Status	Non-Exempt
Provisional Period	90 days
Job Title	Advocate
Location	Remote
Funding Source	Grant Funded
Position Type	Full Time, 40 hours a week
Shift	Saturday-Wednesday 8pm-7am CST
Reports to	StrongHearts Advocate Manager
Salary/Hourly Rate	24.01

GENERAL POSITION PURPOSE STATEMENT
<p>Organizational Summary:</p> <p>StrongHearts Native Helpline is a safe, anonymous and confidential helpline for Native Americans and Alaska Natives affected by domestic, dating and sexual violence. By dialing 1-844-7NATIVE (1-844-762-8483), nationwide 24/7, callers can connect at no cost one-on-one with knowledgeable StrongHearts advocates who can provide lifesaving tools and immediate support to enable survivors to find safety and live lives free of abuse.</p>

JOB SUMMARY
<p>The StrongHearts advocate responds to incoming calls on the StrongHearts Native Helpline from victims and survivors of domestic violence, advocates, general public and service providers and provides crisis intervention, referral, information and problem solving to all callers.</p> <p>*This position is contingent upon the receipt of grant funding. Employment is subject to the availability of the necessary financial resources, and continuation of the role may be impacted by changes in funding status.*</p>

Advocacy

Provide trauma-informed direct services to survivors of domestic violence, including peer support, advocacy, crisis intervention, safety planning, information, and referrals on the helpline.

Conduct assessments to determine the needs and goals of individuals and families.

Develop personalized plans and strategies to address clients' specific needs.

Provide crisis intervention, safety planning, education, advocacy, and referrals to callers, as appropriate.

Provide follow-up services to clients as needed.

Assist individuals in accessing community resources and services in areas such as social work, childcare, workforce development, and addiction counseling.

Documentation and Reporting

Summarize interactions in client cases using Salesforce and maintain accurate agency files, statistics, forms, and other record-keeping as required.

Complete all paperwork and enter it into the client records database in a timely manner.

Refer unresolved problems between service providers and StrongHearts callers to the Supervisors and Services Manager.

Policy Compliance and Organizational Support

Consistently uphold StrongHearts policies and guidelines.

Adhere to agency policies and work rules, including strict adherence to StrongHearts confidentiality policies and code of ethics.

Maintain professional boundaries in all interactions.

Take appropriate steps to handle emergency situations with the goal of maintaining the safety of all clients.

Attend and actively participate in agency meetings as required.

Participate in advocacy training and complete regular training, wellness, team, or other assigned activities.

Intentionally and actively foster positive working relationships and contribute to a supportive organizational culture.

Interpersonal

Monitor and mediate StrongHearts community problems and resident conflicts.

Demonstrate the ability to manage high-stress situations and handle crises appropriately.

Respond with empathy and support to victims in crisis situations, with sensitivity to diverse cultural, ethnic, and social backgrounds, values, attitudes

Exhibit flexibility and adjust work hours to meet the needs of the organization, including occasional overtime or work outside of normal business hours.

Commit to the mission, vision, and values of StrongHearts.

Maintain the ability to work both independently and as part of a team.

Interact sensitively with traumatized populations.

Maximize support and guidance for clients by fostering an inclusive, empathetic, and culturally aware approach.

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor or management

KNOWLEDGE AND SKILLS

A High School Diploma or equivalent is required. College degree in social work or related field preferred.

Preferred work experience working with American Indian and Alaska Native communities.

Preferred work experience with community-based domestic violence/victim assistance programs, human services, social services or related direct client services.

Any equivalent combination of education and experience that will allow the applicant to satisfactorily perform the duties of the job may be considered.

Knowledge of the history of the battered women's movement in the United States and the impact on Native Americans.

PHYSICAL AND SENSORY REQUIREMENT

The responsibilities of this position require certain physical and sensory abilities, which must be performed with or without reasonable accommodation.

Must be able to hear and speak clearly.

Ability to use hands and fingers on a keyboard and use a mouse.

Ability to clearly see and view the details of words, tables and images on a computer screen for long periods of time.

Remote Work Requirements

Create a dedicated comfortable work environment with space for a desk, dual monitors and headset(company provided).

Ensure the workspace is quiet, well-lit, and free from distractions.

During scheduled work hours, employees cannot be the primary caregiver for children or other household members.

BENEFITS

StrongHearts offers the work life balance, opportunities for growth and the upward mobility you've been searching for! Benefits include employer paid health, dental, vision, and life insurance benefits that begin two full calendar months after your official start date. Benefits also include generous paid time off so you can spend more time with your family and enjoy a positive work life balance.

StrongHearts is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status. StrongHearts is a drug-free workplace.

I have read and understand the responsibilities associated with my position and will perform to the best of my abilities.

Print Name:

Signature:

Date: