

# Adult & Family Advocate

Volunteer or Internship Position Description



## *Position & Responsibilities*

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### **Role Summary**

Collaborating with staff to support people of all genders who have experienced relationship violence, sexual assault, exploitation, stalking and/or harassment, our Adult and Family Advocates are responsible for providing individualized supportive services and comprehensive advocacy to individuals and families currently living at Tubman's shelters.

### **Impact & Benefits**

- Practice supportive crisis intervention and conflict resolution techniques
- Foster a safe and empowering community and practice advocacy to support individuals and families who have experienced trauma or violence
- Gain experience in a residential shelter setting, facilitating one-on-one client interactions and recording strengths-based case notes

### **Position Responsibilities**

- Follow agency guidelines interacting with clients to identify their needs and goals
- Co-facilitate groups that encourage healthy relationships, peaceful community living, and goal attainment
- Answer crisis and resource phone line and assist clients as needed

## *Qualifications & Expectations*

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### **Position Qualifications:**

- Experience providing direct service/resources to clients
- Comfortable working under pressure, able to remain calm in response to crisis situations
- Excellent communication skills, including active listening skills and ability to respond without judgment to client needs, reacting appropriately with empathy and respect
- Demonstrated ability to maintain appropriate professional boundaries and confidentiality
- Be comfortable with the computer – this position involves using basic computer programs, internet research, and multiline phone systems
- Ability to work with diverse teams and clients to foster a culturally inclusive environment

### **Time Commitment & Availability**

- Commit to 10-12 hours per week for a minimum of four months (or 15 hours per week for a summer placement)

### **Supervision & Training**

- Attend Tubman's five part Volunteer/Intern Orientation and Training series
- Supervision provided by Adult and Family Advocate staff within Tubman's shelters

## *Organization*

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For 40 years, Tubman has been leading the way to hope for women, men, youth and families who have experienced relationship violence, sexual exploitation, addiction, mental health challenges or other trauma. We provide countless ways to help including safe shelter, legal services, mental and chemical health counseling, elder abuse resources, youth programs, community education and much more. [www.tubman.org](http://www.tubman.org)

We encourage applications from people of color, all genders, multilingual speakers, veterans and those who have disabilities.