



## **The Second Step, Inc.**

### **Community Advocate (Bilingual English/Spanish)**

**Background:** The Second Step (TSS) is a community of survivors, advocates, and volunteers who foster the safety, stability, and well-being of those who have experienced domestic violence. We provide comprehensive services, including safety planning, legal advocacy, counseling, peer support, transitional housing, and other essential services to adults, youth, and children in Greater Boston and MetroWest.

**Job Title:** Community Advocate

**Primary Objective:** Providing comprehensive case management, emotional support & advocacy services to survivors of domestic violence, within an agency framework that is trauma-informed, strength-based, relational, and empowering. The advocate can expect to serve a bilingual caseload, including English/Spanish group and workshop facilitation, advocacy, and interpretation in response to client needs.

**Secondary Objective:** This position will focus a portion of the advocate's time on workshops, programming, and individual counseling related to financial wellbeing. As such, preference will be given to applicants with experience in the intersection of finance and abuse, or who are motivated to integrate financial counseling with a trauma-informed approach to advocacy.

The Community Advocate works closely with the Director of Community Programs to support survivors of domestic violence (DV) living in the community, collaborates in the planning, implementation and evaluation of programs, and is responsible for other activities as assigned. All direct service employees of The Second Step are expected to provide support services from a trauma-informed perspective.

**Hours:** 40 hours a week. Typically 9-5, but including some evenings. Flexibility is important.

**Primary duties include but are not limited to:**

- Providing bilingual case management, safety planning, psycho-educational programming, referrals, and support services to clients;
- Providing ongoing emotional support to survivors;

- Advocating on behalf of survivors with healthcare providers, landlords & utility companies, school systems, and a range of other systems or agencies;
- Training, planning, group facilitation and administrative duties for the IMAGINE Program;
- Helping survivors in the community to maintain housing and job stability through outreach and programming as determined together with the Director of Community Programs.

**Additional responsibilities include:**

- Providing financial advocacy or limited financial counseling within a DV services context, including creating and leading workshops and programming;
- Attend and actively participate in weekly team meetings and agency-wide staff meetings;
- Represent TSS at community events and forums;
- Assist other advocates and directors in coordinating client-centered events, including holiday celebrations for program participants, the IMAGINE retreat, summer retreats and cookouts, the annual backpack drive, the holiday gift drive, etc.;
- Supervision of volunteers, interns and/or support staff as identified by Director of Community Programs;
- Other duties as assigned.

**Qualifications:**

Candidates should have at least 2-3 years of experience working with survivors of domestic violence and/or homeless families and individuals in residential and/or community-based programs. Knowledge of issues related to domestic violence, trauma, mental health, and addiction – with a particular emphasis on how these issues impact families – is essential. Knowledge of issues related to child development and parenting is also valuable. While a Master’s degree is preferred, we also consider relevant life experience and employment background to be valuable assets.

**Additional qualifications include:**

- Master’s degree preferred. Bachelor's degree and demonstrated experience in the field of Domestic Violence/Trauma required.
- Strong clinical skills desired.
- Strong crisis management, problem-solving, and interpersonal skills.
- Demonstrated ability to learn and master new skills and materials.
- Ability to manage competing priorities simultaneously and precisely.
- Knowledge/experience with public housing and appeals process.
- Strong written and verbal communication skills.
- Strong organizational skills, including the ability to work calmly under pressure.
- Cultural competence and/or willingness to learn.
- Collaborative team player.
- Strong communication skills and proficiency with computers and technology.
- Bi-lingual (English/Spanish) required.
- Enthusiasm about working collaboratively and effectively in an environment that is linguistically and culturally diverse.

Hours: Full-time (40 hours/week), with a combination of days & evenings to be determined together with the Director of Community Programs. This is an exempt position, and flexibility in scheduling is important. On-site clinical supervision will be provided.

**Salary and benefits:** TSS offers a competitive salary and benefits package to full-time employees. Salary for this position begins in the low- to mid-\$40,000 range, with additional compensation commensurate with experience, language skills, or other qualifications.

**Equal opportunity:** The Second Step actively seeks cultural and linguistic diversity in all of its programs. Minorities, bilingual/bicultural candidates, survivors of domestic & sexual violence, and LGBTQ/T candidates are strongly encouraged to apply. The Second Step, Inc. is an affirmative action, equal opportunity employer.

**If you are interested: please send a resume and cover letter to Carole Thompson, Director of Community Programs, at [cthompson@thesecondstep.org](mailto:cthompson@thesecondstep.org).**