



COMMUNITY ADVOCATE & RESOURCE SPECIALIST

Bilingual/Bicultural Required

Mission Statement

DOVE is committed to partnering with diverse communities, families, and individuals impacted by domestic or partner violence. We promote hope, healing, safety, and social change by providing a broad range of preventive and responsive services.

DOVE's Statement of Welcome and Affirmation

DOVE welcomes refugee and immigrant survivors both documented and undocumented, people with disabilities, people who are D/deaf or hard of hearing, BIPOC (Black, Indigenous, and other People of Color), LGB, Queer, Trans, and Non-Binary individuals, people of all religions, and individuals whose first language is not English. DOVE welcomes people of all identities, including those not named.

Organization Summary

DOVE (Domestic Violence Ended), Inc. was founded in 1978 and has since grown from one crisis hotline to a comprehensive multi-services organization. DOVE is the only domestic violence organization in Norfolk County. DOVE provides a range of services for individuals who have experienced abuse, including a 24-hour hotline, emergency shelter, safety assessment and planning, supportive education and counseling, support groups, legal assistance, assistance accessing governmental and community-based services, and community outreach and education. At DOVE, we believe that all people have the right to live free from the fear of abuse. At our core, DOVE's work is about fostering healthier and safer relationships for all.

Job Purpose

The Community Advocate & Resource Specialist is part of DOVE's team of advocates responsible for the provision of services for individuals seen primarily through DOVE's Community-Based program. The Advocate will work with clients in both individual and group settings, providing crisis intervention, emotional support, advocacy, safety planning, and education on many issues related to domestic and dating violence. The Advocate works in a team with other community-based advocates, attorneys, and interns, as well as shelter staff. This position reports to the Director of Community Services (DCS).

This position is supported by and dependent on grant funds.

Responsibilities include:

Community Advocacy/Direct Service Provision (60-70%)

- ◆ Provide emotional support, supportive counseling, advocacy, and assistance to survivors seen through DOVE's community-based services. Includes conducting danger assessment and safety planning as well as connecting survivors with internal and external services (e.g., legal, housing, benefits, mental health and substance abuse, etc.). Act as Counselor of the Day in rotation with other Advocates and Interns in Community Office.
- ◆ Complete Individual/Family Needs Assessment with each assigned client.
- ◆ Coordinate internal and external services options for clients' families.
- ◆ Work collaboratively with victim service providers, child protection services, and other service providers to ensure coordination of services for clients.
- ◆ Provide clients with resource materials and service referrals.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 www.dovema.org

- ◆ Design, promote, and co-facilitate psycho-educational and/or support groups regarding such topics as “DV 101,” Healthy Relationships, Healthy Coping Strategies, DV and Substance Abuse Issues, etc. Creative ideas are welcome and supported in line with addressing clients’ needs and wishes.
- ◆ Interface with DOVE’s Civilian DV Advocates, Legal Advocacy Program/Staff Attorneys, Shelter-based Advocates, as well as Community Education & Prevention program.
- ◆ Be available for consultation by other team members and intern(s), and/or serve as daily point-of-contact for interns as needed as needed.
- ◆ Periodically provide coverage of the shelter and hotline.
- ◆ This role may include participation in regular on-call rotation for emergency shelter (typically for 1 week every 5-8 weeks).
- ◆ Complete other duties as assigned.

Specialized Programming: Housing & Benefits Advocacy (~20%)

- ◆ Attend community housing and benefits related trainings, webinars, and roundtables to stay up-to-date on how clients can access these resources.
- ◆ Design and conduct trainings for other DOVE staff and clients re: availability and application process for low-cost housing resources and financial assistance.
- ◆ Work weekly with clients on goals re: housing search and economic stability (job search, educational goals, financial literacy, credit assessment) providing information, coaching, and individual support.
- ◆ Be available for housing- and benefits-related consultation to support other DOVE staff in brainstorming potential resources that clients may qualify for and access.
- ◆ Design and implement on-site basic skills training to meet clients’ needs such as resume preparation, job interview skills, and financial literacy, inviting guest presenters and collaborative partners as appropriate.

Additional Responsibilities (10-20%)

- ◆ Attend and participate in regular Team Case Review, weekly Supervision sessions, Shelter On-Call, and Staff Meetings.
- ◆ Prepare client service documentation and programmatic statistics and reports.
- ◆ Complete forms and reports as required by the organization and funders.
- ◆ Assist Director of Community Services (DCS) with ongoing development/evaluation of program effectiveness.
- ◆ Participate regularly and represent DOVE at local, regional, and/or state meetings as requested by DCS and/or Executive Director.
- ◆ DOVE has committed 5% (2 hrs/wk) of all staff time to participate in active learning regarding justice and equity issues, including regarding race, gender identity, sexual orientation, ability, etc., to include reading, listening to podcasts, watching webinars, videos, etc. Active discussion with peers is encouraged. For BIPOC and LGBTQ/T staff, time can include commitment to self-care and resilience-building practices as needed.
- ◆ Complete other duties as assigned.

Skills & Qualifications:

- ◆ Minimum 2 years’ of related human services experience required.
- ◆ Bilingual/bicultural required, as DOVE strives to expand its linguistic and cultural accessibility, particularly in languages spoken widely on the South Shore, including but not limited to ASL, Haitian Creole, Portuguese, Spanish, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, and/or Arabic. Additional compensation is provided for proficiency in language(s) needed in DOVE’s service area.

- ◆ Knowledge and demonstrated ability/experience working with individuals and families impacted by violence, abuse and/or trauma using a trauma-informed, empowerment-based, and survivor-centered approach.
- ◆ Knowledge and demonstrated ability/experience working with people with a range of identities and backgrounds, such as race, ethnicity, ability, gender, sexual identity, religion and lived experiences.
- ◆ Knowledge and demonstrated ability/experience working with individuals with histories of substance abuse and/or mental health challenges.
- ◆ Knowledge of child protection services and the criminal legal system as they relate to victims/survivors of violence and their families.
- ◆ Demonstrated crisis intervention, problem-solving, and conflict resolution skills.
- ◆ Be a “people person;” enjoy talking and working with others.
- ◆ Demonstrated experience making and maintaining connections in community and professional settings; some experience in public speaking, networking, designing and conducting presentation and trainings, and group facilitation helpful.
- ◆ Anti-oppression activist experience welcome; demonstrated experience anti-oppression dialogue and practice is preferred. Participation in this ongoing process of learning anti-oppression principles (including anti-racism) and putting into reflective practice is expected of all staff members.
- ◆ Ability to collaborate effectively, internally and externally.
- ◆ Ability to effectively multi-task.
- ◆ Flexibility and sense of humor.
- ◆ Sound computer skills.
- ◆ Bachelor’s degree in Women’s/Gender studies, Asian Studies, Africana Studies, Chicana Studies, Social Work, Sociology, Psychology or related field + 2 years’ work experience in human services delivery strongly preferred. Equivalent life experience considered.

Requirements:

- ◆ Must be committed to DOVE’s mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- ◆ Experience actively engaging in anti-oppression dialogue and practice is welcome; participation in this ongoing learning and process, as a member of DOVE’s staff, is required.
- ◆ Must complete DOVE’s comprehensive domestic violence training within one (1) year of hire, participating when the training is next offered by DOVE; documentation of similar training at another organization may partially fulfill this requirement.
- ◆ This position is classified as an Essential Employee of DOVE and may be required to travel during State of Emergency declared by the Governor.
- ◆ CORI check upon offer of hire. CORI History will be reviewed and may or may not disqualify candidates.

**** DOVE aspires to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities including QTPOC, candidates with disabilities, and individuals with experience working in DOVE’s catchment area are particularly encouraged to apply.**



24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 www.dovema.org

Work Schedule: Full-time (40 hrs/wk), non-exempt position, generally Monday-Friday 9:00am-5:00pm, The Community Advocate & Resource Specialist will be required to work at other times to conduct groups, provide on-call coverage, and/or attend training/meetings/outreach events/fundraising events; this will include evening and occasional weekend hours.

Compensation & Benefits:

DOVE is committed to working for racial, social, and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

- ◆ Position will be paid \$20.44 - \$21.64/hr. (\$42,500-\$45,000 expected annual salary/equivalent), depending on skills and experience.
- ◆ Additional compensation is available for proficient language skills preferred in DOVE's catchment area, including: ASL, Haitian Creole, Portuguese, Spanish, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, and/or Arabic; \$1,500 gross annual per 40 hr FTE for 1st language in addition to English, and \$1,000 gross annual per 40 hr FTE for 2nd language in addition to English.
- ◆ Paid time off: Vacation (3 weeks in Year 1, increases at Year 3), Personal Days (3 days/year), Sick time (12 days/year), and 12 Holidays.
- ◆ Insurance coverage (70% Health/Dental and PFML, 100% Short-Term Disability and Life).
- ◆ Flexible Spending Account.
- ◆ Opportunity for individual to establish and contribute to retirement account.

Application Instructions:

To apply, send Cover Letter specifically for this position and Resume to:

Kathleen Lydon, LICSW, Director of Community Services, DOVE Inc. applytodove@gmail.com

- ◆ Applications will be considered until the position is successfully filled. 1st round applicant reviews are anticipated to begin the week of October 4th. Interviews will be offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work by early-mid-November, 2021.
- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE will not be considered.

For more information on DOVE, see our website: www.dovema.org

Posted September, 2021



24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

Community Advocacy & Prevention Services P.O. Box 690267 Quincy, MA 02269 617.770.4065 www.dovema.org