



### Job Description: Advocate

BASIC INFORMATION	
<b>Job Classification</b>	
<b>Hiring Range</b>	
<b>Funding Source</b>	
<b>FLSA Status</b>	Non-Exempt
<b>Provisional Period</b>	90 days
<b>Job Title</b>	StrongHearts Advocate
<b>Location</b>	Eagan, MN
<b>Department</b>	StrongHearts Native Helpline
<b>Position Type</b>	<input type="checkbox"/> FT-Salaried <input checked="" type="checkbox"/> FT-Hourly <input type="checkbox"/> PT Hourly (16 Hours) <input type="checkbox"/> PT Hourly (24 Hours) <input type="checkbox"/> Relief <input type="checkbox"/> Temp <input type="checkbox"/> Intern-Paid <input type="checkbox"/> Intern-Unpaid
<b>Reports to</b>	Services and Data Manager
<b>Supervises</b>	N/A
<b>Shift</b>	
<b>Job Type</b>	

#### GENERAL POSITION PURPOSE STATEMENT - JOB DESCRIPTION SUMMARY

The **StrongHearts Advocate (FT)** is a member of the Program Team and is supervised by the Services and Data Manager of StrongHearts Native Helpline.

The StrongHearts Advocate (FT) 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, referrals, information and problem solving to all callers.

The StrongHearts Advocate (FT) is scheduled for a 40-hour week. Required meetings may necessitate attendance during hours outside of the shift lead's regular schedule.

This position requires a high level of empathy and sensitivity to all incoming helpline calls, as well as high-level communication skills.

## ESSENTIAL RESPONSIBILITIES AND DUTIES

- Provide crisis intervention, safety planning, education, advocacy and referrals to callers, as appropriate.
- Collects demographic information on all calls, including entering caller's needs and situations into caller application and documents referrals given to callers.
- Participate in advocacy trainings.
- Refers unresolved problems between service providers and StrongHearts callers to Services and Data Manager.
- Assist program administration in keeping the database system updated by reporting all changes to be made in service provider information.
- Participates in any StrongHearts Native Helpline evaluation efforts.
- Assist in overall office administration and maintenance, including answering the phone and maintaining common areas as necessary.

*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 and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.*

## JOB REQUIREMENTS AND RESPONSIBILITIES

- A High School Diploma or equivalent is required; college degree in social work or related field preferred. Professional and/or personal experience may substitute for educational requirements. (Equivalency formula: two years of experience is equal to one year of education.)
- Significant experience working with and in American Indian/Alaska Native communities
- One year experience in social services preferred.
- Six months experience providing crisis intervention preferred.
- Experience/familiarity with computers. Knowledge of Word for Windows and Access preferred.
- Attend required meetings which may be scheduled during hours outside of the advocate's regular schedule.
- Ability to manage time and complete multiple activities within a reasonable time frame.
- Demonstrated ability to manage high stress situations.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Demonstrates initiative and the ability to be flexible and creative.
- Ability to work with people from a variety of backgrounds and experiences.
- Ability to be flexible and adjust work hours to requirements of the organization including occasional overtime and/or work outside of normal business hours, as needed.
- Ability to respond with empathy and support to victims in crisis situations and with sensitivity and awareness to diverse cultural, ethnic and social backgrounds, values, attitudes and languages.
- Commitment to concept of local, community, volunteer-based delivery of human services by domestic violence shelters.
- Commitment to the StrongHearts Native Helpline mission, vision and values.
- Understanding of an empowerment-based advocacy model of services.





## Applicant Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*Last First M.I.*

Address: \_\_\_\_\_  
*Street Address. Apartment/Unit #*

\_\_\_\_\_

*City State ZIP Code*

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Date Available: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Position Applying for: \_\_\_\_\_

Tribal Affiliation: \_\_\_\_\_ Enrolled or Descendant: \_\_\_\_\_ Tribal Enrollment Number: \_\_\_\_\_

Are you a citizen of the United States? YES  NO  If no, are you authorized to work in the U.S.? YES  NO

Have you ever worked for this company? YES  NO  If yes, when? \_\_\_\_\_

Have you ever been convicted of a crime? YES  NO  If yes, explain: \_\_\_\_\_

Are you currently or have you ever been on any federal contracting exclusion list?  YES  NO

If yes, explain: \_\_\_\_\_

## Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Diploma: \_\_\_\_\_

College: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

Other: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_









### Military Service

Branch: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Rank at Discharge: \_\_\_\_\_ Type of Discharge: \_\_\_\_\_

If other than honorable, explain: \_\_\_\_\_

### Disclaimer and Signature

*I certify that my answers are true and complete to the best of my knowledge.*

*If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release. I authorize The National Indigenous Women's Resource Center to verify employment and conduct a background check.*

Applicant  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please submit all materials in confidence to:**  
Email: [info@strongheartshelpline.org](mailto:info@strongheartshelpline.org)