



Volunteer Advocate

Job Title: Volunteer Advocate

Focus Area: Client Care

Employment: Part-time/Volunteer

Supervisor: Executive Director

General job description: Assists clients in finding resources and services needed for achieving economic independence, family stability, healthy relationships, and a strong faith.

Duties and Responsibilities: Serve clients by providing guidance on how to obtain services for:

- Affordable family and or individual counseling
- Financial assistance and education
- Legal advice and counsel
- Permanent and or temporary transitional housing assistance
- Permanent and or temporary transportation assistance
- On-going health and wellness information
- Job placement and job readiness assistance
- Tennessee Safe at Home Program Enrollment

Additional Duties: Collaborate with Executive Director and Volunteer Care Coordinator in assessing whether a client and her children are in danger and in need of emergency intervention. Identify ladies for the **A.I.M. Program**. Maintain client confidentiality.

Qualifications: Good verbal and written communication skills. Ability to empathize and demonstrate care and concern via in-person contact, phone, and text messages. Ability to keep good, organized, records of client communications. Ability to provide spiritual guidance to clients as appropriate. Must be able to identify emergency situations and respond accordingly. Experience in spiritual counseling. Ability to serve approximately 10-12 hours/week.

Requirements:

- Domestic Violence training 101 and 102
- Background check as needed
- Interview with Executive Director