



Title: Outreach Advocate

Program: Domestic Violence Services

Reports to: Domestic Violence Management

Valley Oasis operates a confidential 24-hour emergency domestic violence shelter and provides comprehensive outreach and advocacy services to survivors of domestic violence throughout the community. Through a trauma-informed, participant-centered approach, the Agency delivers crisis intervention, emergency shelter, advocacy, safety planning, education, prevention, and supportive services that promote safety, healing, stability, and self-sufficiency.

The Outreach Advocate provides culturally responsive advocacy, outreach, education, crisis intervention, and case management services to survivors of domestic violence, with a focus on increasing access to services for underserved and historically marginalized communities. This position serves both shelter residents and community-based participants by providing advocacy, safety planning, education, community engagement, and resource coordination while promoting equitable access to supportive services.

Essential Job Functions:

- Increase access to culturally responsive victim services for underserved and historically marginalized survivors of domestic violence.
- Provide trauma-informed crisis intervention, advocacy, safety planning, intensive case management, information and referrals to survivors and their children.
- Respond to crisis calls through the 24-hour hotline and provide referrals for shelter and community resources.
- Transfer emergency hospital calls to the on-call advocate, as appropriate.
- Provide medical advocacy to survivors in hospital emergency departments.
- Complete shelter intakes and provide participants with an orientation to shelter services, guidelines, expectations, and available resources.
- Assist survivors in completing applications for housing assistance, financial assistance, Temporary Restraining Orders (TROs), Protective Orders, and other supportive benefits.
- Educate survivors regarding their rights and assist with California Victim Compensation Board (CalVCB) applications.
- Accompany participants to court, medical, legal, housing, and other supportive service appointments as needed.
- Coordinate participant access to healthcare, behavioral health, legal, employment, educational, DPSS, GAIN, CalWORKs, and other community resources.
- Provide referrals and supportive services for children who have experienced or witnessed trauma.
- Respond to participant needs for clothing, household necessities, food, transportation, and community resources that support self-sufficiency.
- Co-facilitate educational and support groups designed to meet participant needs, including parenting, life skills, employment readiness, healthy relationships, and related topics.
- Develop individualized service plans and maintain ongoing documentation of participant progress and service outcomes.
- Utilize evidence-informed strategies to increase community awareness regarding domestic violence, healthy relationships, bystander intervention, prevention, and survivor support.
- Develop and facilitate culturally responsive presentations, workshops, outreach events, and educational materials.
- Conduct outreach activities designed to increase awareness of available domestic violence services within underserved communities.

- Develop and conduct trainings for community partners, including law enforcement and other professionals, on domestic violence, prevention strategies, and culturally responsive service delivery.
- Develop and maintain collaborative relationships with community organizations, agencies, and stakeholders.
- Participate in community coalitions, task forces, and committees that support survivors of domestic violence, including organizations serving the Black/African American community.
- Participate in Agency Diversity, Equity, and Inclusion (DEI) initiatives and provide recommendations that strengthen culturally responsive service delivery.
- Assist in planning and implementing community awareness campaigns, including Domestic Violence Awareness Month and other outreach initiatives.
- Maintain timely, accurate, and complete participant documentation, service plans, statistical reports, case notes, and required program records.
- Complete all required daily documentation and administrative reports within established timelines.
- Ensure documentation complies with agency policies, ethical standards, contractual requirements, and funding guidelines.
- Maintain current knowledge of agency policies, trauma-informed practices, cultural responsiveness, and applicable program regulations.
- Support daily shelter operations by assisting with participant move-ins, move-outs, room preparation, facility upkeep, and overall shelter cleanliness.
- Complete required shelter safety checks, room inspections, and grounds inspections.
- Maintain and update referral resources and community information.
- Complete agency logbooks, hotline documentation, shift communication logs, and other operational records.
- Provide transportation for participants in accordance with Agency policies.
- Conscientiously communicate participant information and operational updates during shift transitions.
- Assist with emergency shelter coverage and respond appropriately during emergencies and crisis situations.
- Collaborate and communicate effectively with shelter staff, advocates, internal programs, healthcare providers, law enforcement, educational institutions, and community partners to coordinate services and promote continuity of care.
- Participate in multidisciplinary meetings, case conferences, care coordination activities, agency meetings, and supervision.
- Build and maintain professional relationships with community partners and service providers.
- Attend required trainings, continuing education opportunities, community meetings, and professional development activities.
- Share relevant information and best practices obtained through trainings with supervisors and agency staff, as appropriate.
- Maintain strict confidentiality of participant, agency, and personnel information in accordance with agency policies and applicable laws.
- Promote a safe, respectful, inclusive, trauma-informed environment for participants, visitors, volunteers, and staff.
- Escalate participant concerns, safety issues, operational concerns, or other significant matters to leadership in a timely manner.
- Support other Agency programs and departments, as assigned, to ensure continuity of services.
- Perform additional duties, projects, and responsibilities as assigned by the Supervisor in support of Agency goals, program operations, and participant outcomes.

Knowledge, Skills & Abilities:

- Knowledge of trauma-informed care, harm reduction principles, and participant-centered service delivery.
- Knowledge of the dynamics and impact of domestic violence on adults, children, and families.
- Knowledge of child growth and development, age-appropriate programming, and positive behavior support techniques.

- Knowledge of community resources, educational systems, healthcare providers, and supportive services available to survivors of domestic violence throughout Los Angeles County.
- Knowledge of mandated child abuse reporting requirements and applicable confidentiality laws.
- Ability to establish professional, supportive relationships while maintaining appropriate professional boundaries.
- Ability to effectively communicate with children of varying developmental stages and with adults from diverse cultural and socioeconomic backgrounds.
- Ability to assess situations, exercise sound judgment, and respond calmly and effectively during emergencies or crisis situations.
- Ability to recognize behavioral, emotional, and developmental concerns and communicate observations appropriately.
- Ability to prioritize multiple assignments while maintaining accuracy and meeting established deadlines.
- Strong organizational, problem-solving, and time management skills.
- Ability to work independently while contributing effectively as a member of a multidisciplinary team.
- Strong verbal and written communication skills.
- Proficiency in Microsoft Office Suite, Google Workspace, electronic documentation systems, and standard office equipment.
- Ability to maintain strict confidentiality regarding participant, agency, and personnel information.
- Ability to work a flexible schedule, including evenings, weekends, holidays, and emergency on-call assignments when required.
- Ability to travel throughout Los Angeles County and the Antelope Valley as needed using reliable transportation.
- Bilingual (English/Spanish) preferred but not required.

Role Clarification

The Outreach Advocate serves as a domestic violence advocate, educator, and community liaison responsible for providing trauma-informed advocacy and culturally responsive services to survivors of domestic violence. This position exercises independent judgment while supporting participants through crisis intervention, safety planning, resource coordination, victim compensation assistance, housing advocacy, court accompaniment, and community outreach initiatives.

The Outreach Advocate works collaboratively with shelter staff, community partners, healthcare providers, law enforcement, educational institutions, and other service providers to improve access to services and strengthen coordinated community responses to domestic violence.

This position does not provide clinical therapy or legal representation. Instead, the Outreach Advocate provides advocacy, education, referrals, resource coordination, and participant support while maintaining professional boundaries, participant confidentiality, and compliance with agency policies and funding requirements.

Qualifications & Experience:

- High school diploma or equivalent required.
- Associate's degree in Human Services, Social Work, Psychology, Sociology, or related field preferred.
- Minimum two (2) years of experience providing advocacy or social services.
- Experience working with survivors of domestic violence preferred.
- Experience providing outreach and community education preferred.
- Demonstrated knowledge of or commitment to supporting Black/African American communities.
- Residential shelter experience preferred.

Agency Requirements:

- Valid California Driver's License required
- Reliable transportation required
- Current auto insurance required
- Clean driving record required

Physical Demands & Work Conditions

To successfully perform the essential functions of this position, an employee must be able to meet the following physical demands and work conditions:

- May interact with individuals experiencing crisis, illness, substance use, or challenges related to personal hygiene and safety awareness
- May encounter unpleasant environmental or sensory demands associated with substance use, mental health symptoms, or lack of personal care
- May experience crisis situations and potentially hostile situations, must be ready to respond quickly and effectively.

An employee is required to:

- Walk and climb stairs
- Handle, grasp and manipulate objects and equipment
- Reach above shoulder level and below waist
- Communicate effectively verbally and in writing
- Move quickly and safely between locations
- Perform repetitive hand, wrist, and finger motions
- Climb stools, steps, or ladders as needed
- Work outdoors in varying weather conditions
- Lift and carry up to 25 lbs.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions of the position. Employees requiring accommodations should notify Human Resources as soon as the need becomes known.

Benefits:

Health	Employee Assistance Plan	Paid Sick
Dental	Cafeteria 125 Plan	Paid Vacation
Vision	Retirement Plan	Personal Days
Life Insurance	14 Observed Holidays	

Schedule:

40 hours per week. Work schedule will vary based on program and Agency needs and may include day, evening, overnight, weekend, holiday, and on-call assignments. Flexibility is essential to ensure continuity of participant services, emergency response, and community outreach activities.

Compensation:

Salary Range: \$20.00 - \$22.00 per hour, depending on qualifications and experience

This is a full-time, non-exempt position.

An Equal Opportunity Employer: Selection will be based solely on merit and will be without discrimination because of age, race, sex, religion, national origin, marital status, sexual orientation, mental or physical disability.