



JOB DESCRIPTION

Position Title:	Outreach Advocate
Reports To:	Outreach Advocacy Director
Supervises:	N/A
FLSA Status:	Non-Exempt
Last Revised/Approved:	February 2026

Position Summary:

The Outreach Advocate is responsible for providing direct services such as crisis intervention, guidance, support, and information to individual adult victims who are survivors of domestic abuse.

Essential Duties and Responsibilities:

1. Provides operational support to their assigned outreach office, including overseeing and addressing technological and maintenance needs.
2. Provides advocacy services in relation to their assigned Outreach Office.
3. Assist survivors who are utilizing civil court processes, providing legal information and safety planning, and attending court to provide emotional support as needed and as available.
4. Facilitates support group(s) for adult survivors.
5. Networks with service providers to establish connections and gain/maintain knowledge of resources.
6. Maintains current and accurate records, reporting data as required by the agency and its funders.
7. Participates in agency, interagency, and/or community meetings as required, serving on committees and groups as necessary and/or appropriate.
8. Participates in education and training sessions at the agency and in the community.
9. Provides First Call and Staff Back-Up coverage to the helpline.
10. Performs other tasks and projects as assigned.

General Expectations:

1. Be committed to the agency's mission, vision, and values.
2. Interacts harmoniously and effectively with others, focusing upon the attainment of agency goals and objectives through a commitment to teamwork.
3. Provides the highest level of client and internal customer service possible.
4. Follows established policies and procedures and complies with all safety requirements.
5. Communicates in an open, respectful, and honest manner with everyone.
6. Communicates proactively with their supervisor regarding workflow, problems, suggestions, etc.
7. Conforms to acceptable attendance/punctuality standards as expressed in the Employee Handbook.
8. Performs the required amount of work in a timely fashion with a minimum of errors.
9. Maintains personal appearance and hygiene as appropriate to the position.
10. Adheres strictly to confidentiality of client, coworker, and internal agency information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, climb stairs, sit (including prolonged sitting), and talk and listen. The employee is also required to operate a computer using a standard keyboard and mouse; use a fax machine, printer, scanner, and copier; and communicate using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may occasionally lift and/or move up to 30 pounds.

Work Environment:

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a general office environment where the noise level is low. Work is occasionally stressful and requires the ability to multi-task, meet deadlines, and successfully cope with the pressures which are related to the position. Some evening and weekend hours are required.

Qualifications Needed for Position:

Experience and Skill Requirements:

- Knowledge of domestic violence and its impact on victims and the community.
- Experience in and/or knowledge of the civil, family, and criminal court systems.
- Experience with group facilitation.
- Demonstrated skills and experience in crisis intervention, human relations, and conflict resolution.
- Ability to handle emergencies in a calm manner and de-escalate situations.
- Ability to work collaboratively as well as independently.
- Ability to communicate effectively through excellent listening, oral and written skills.
- Proficient in the use of Microsoft Office and other computer technology as required by the position.

Education Requirements:

- A bachelor’s degree in human services, social work or related field at an accredited institution is preferred.
- Successful completion of CAIRET (Crisis Advocacy, Intervention, Response and Ethics Training for New Advocates) is required prior to or upon entering this position.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

** All requirements and skills are considered essential unless otherwise indicated **

External and internal applicants, as well as current employees who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date