



## JOB DESCRIPTION

<b>JOB TITLE: Court Advocate</b>	
<b>Job Family:</b> Direct Service	<b>Supervisor:</b> Outreach Programs Manager
<b>Classification:</b> Full-Time; Non-Exempt; Hourly	<b>On-Call Responsibilities:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Expected Schedule/Hours of Work:</b> 40 Hours per Week	<b>Work Location:</b> <ul style="list-style-type: none"><li>• On-Site at the Independence campus or a local police department</li><li>• Occasional remote work is available based on agency and department needs but is not guaranteed.</li></ul>
<b>Title(s) of Immediate Subordinates:</b> N/A	<b>Total Number of Employees Supervised:</b> Directly: 0 Indirectly: 0

### POSITION SUMMARY:

The Court Advocate is responsible for providing support, advocacy, and resource/referral services to survivors of domestic violence, primarily those who are involved in criminal justice and civil legal court systems. The Court Advocate also works closely with area law enforcement and provides on-call coverage on a rotating basis.

### ESSENTIAL FUNCTIONS:

- Address the immediate emotional, psychological, and physical health and safety needs of clients through crisis intervention, safety planning, and lethality assessments.
- Assist survivors with filing non-emergency and emergency orders of protection.
- Support clients in managing practical challenges related to domestic violence, including finding resources, providing meaningful referrals, and offering follow-up support.
- Educate survivors about the dynamics of domestic violence, its effects on children, and available options for leaving abusive situations.
- Provide clients with information, support, and assistance in court systems throughout eastern Jackson County.
- Act as a liaison between survivors and the criminal justice system, including confirming and scheduling appropriate court dates and gathering victim impact statements.
- Initiate contact with clients by phone before, during, and after case disposition to provide ongoing support and assistance.
- Collect and compile all necessary case and victim information from police reports and court dockets prior to each court date.



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- Maintain accurate and timely documentation to meet quality assurance, grant compliance, and reporting standards.
- Participate in continuous quality improvement activities such as monthly program reports and other QA processes.
- Participate in public awareness activities designed to inform survivors of their rights and services available to them.
- Support a coordinated and comprehensive response to domestic violence, such as participation in task forces, work groups, and committees.
- Maintain ongoing communication and collaboration with law enforcement, prosecutors, judges, and other court personnel.
- Provide on-call assistance on a rotating basis to ensure 24-hour emergency response for orders of protection and crisis situations.
- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

### IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- **Crisis Intervention & Advocacy** – Strong understanding of trauma-informed care and survivor-centered advocacy. Ability to provide immediate crisis intervention, safety planning, and lethality assessments. Knowledge of domestic violence dynamics, power and control tactics, and trauma responses.
- **Safety Planning** – skilled in assessing potential risks to survivors; ability to identify immediate and long-term safety concerns, particularly in complex, high-risk cases.
- **Interpersonal & Communication Skills** – Strong active listening and verbal communication skills. Ability to convey information to survivors in a clear, empathetic, and supportive manner; effective writing and documentation skills.
- **Problem-Solving & Decision-Making** – ability to assess urgent client needs and prioritize actions accordingly. Strong critical thinking skills to navigate complex client situations. Ability to remain calm and make sound decisions under pressure.
- **Responsive Care** – ability to serve others in a non-judgmental manner, being able to provide reasonable support, voice, and empowerment to survivors from all backgrounds. Ability to provide accessible services to all populations.
- **Collaboration & Teamwork** – Ability to work effectively with internal staff, external agencies, and law enforcement partners. Willingness to contribute to a team-oriented environment and assist colleagues as needed.
- **Organization and Multi-Tasking** – Strong ability to prioritize and manage multiple responsibilities. Attention to detail in documentation and data entry. Ability to maintain confidentiality and adhere to ethical standards in client interactions.



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- **Emotional Resilience and Flexibility** – Ability to maintain empathy while managing personal and professional boundaries to prevent burnout; ability to quickly adjust plans and priorities; willingness to learn and adapt to complex systems and changing best practices.

Post offer, pre-employment screening requires successful completion of a Children's Division screening, criminal background check, valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record.

### WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described below represent those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- **Physical Requirements:** The employee is regularly required to stand, walk, sit, climb stairs, hear, and reach with hands and arms. This role may involve extended periods of standing. The position may occasionally require lifting and moving objects weighing up to 25 pounds. Specific vision abilities necessary for this position include close, distance, color, peripheral, and depth perception, as well as the ability to adjust focus.
- **Schedule:** This position primarily follows standard business hours but requires flexibility to accommodate client needs and program activities, including early morning and evening hours. On-call shifts are also required on a rotating basis.
- **General Environment:** Work is performed in both an office setting and community locations, including in courtrooms and area police departments. This role involves frequent direct interaction with individuals who have experienced trauma.

### TRAVEL REQUIREMENTS

Frequent travel between Hope House, court locations, and police departments is required. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

### EDUCATION AND EXPERIENCE:

#### *MINIMUM QUALIFICATIONS:*

- A bachelor's degree in social work, psychology, human services, or a related field or appropriate training and experience in providing case management, advocacy, or crisis intervention services.

#### *PREFERRED QUALIFICATIONS:*

- Bilingual in English and Spanish.
- Prior experience working with survivors of domestic violence.
- Knowledge of local community resources.



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*This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*

***Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.***