



Bilingual Residential Advocate (English/Spanish)

REACH Beyond Domestic Violence, Inc.

Residential Advocates work in our 8-family emergency shelter with survivors of domestic violence and their children. The Advocate role includes a combination of case management, emotional support & advocacy services to adult and child survivors of domestic violence in the shelter and on the hotline, within an agency framework that is trauma-informed, strength-based, relational, and empowering. The Advocate also supports the shelter milieu and is responsible for handling crises and conflicts as they arise. **The hours for this position are 12-8pm, Monday-Friday.**

REACH Beyond Domestic Violence is a non-profit organization providing safety and support to survivors of abuse while engaging communities to promote healthy relationships and prevent domestic violence. Our work is inclusive of all survivors including women, men, children, and the LGBTQ/T community. REACH seeks to end domestic violence in families, communities and society and we do this through community building, education, and prevention programs, and providing trauma-informed services.

REACH's Residential Program is a fully staffed, 8-bedroom, home-like building offered for survivors of domestic violence who need shelter. Due to the demand for both shelter space and affordable housing in the Commonwealth, the program is always full, and residents often stay for extended periods. Guests include adults and children, and the number of children among the eight families can vary significantly. The shelter is staffed by full time advocates, full and part time milieu staff and volunteers. All staff work from REACH's core values as described on our website, <https://reachma.org/who-we-are/>.

We believe that successful candidates will demonstrate the following characteristics:

- Work from a philosophy that sees people, not problems
- Eagerness to engage with people of all ages
- Knowledge of the dynamics of domestic and sexual violence and the impact of trauma
- Commitment to a social justice framework
- Strong interpersonal and crisis intervention skills
- Flexible, adaptable, patient, proactive approach – willing and able to do what is required to make the shelter run smoothly
- Model and uphold appropriate boundaries at work with survivors

Direct Service/Advocacy

- Serve as advocate for survivors and their children to address needs including but not limited to housing, benefits, medical, childcare, legal, education, employment, mental health, and substance use
- Answer hotline calls and provide information, support, and referrals
- Conduct shelter intakes
- Engage in shelter practices and policies consistent with REACH's model of focusing on overall wellbeing by providing trauma-informed, strengths-based services
- Assist with programming in the milieu including adult and children's activities
- Assist survivors with contacting community resources, setting up appointments, and transportation to and from appointments

- Attend any meetings or appointments that will assist in providing quality advocacy to survivors
- Work with the Child and Adolescent Therapist to address children's needs, including school registration, daycare, after school programs, and summer camps
- Co-facilitate assigned support groups
- Maintain survivors' records including service delivery records, advocacy plans, and other documentation in accordance with confidentiality guidelines and database
- On rotation for backup/on-call support
- Work as part of a team to support shelter operations, facilities maintenance, and day to day residential needs
- Communicate any individual or group concerns or needs at shift changes, both verbally and with appropriate written information in the logs
- Develop and maintain relationships with housing authorities, DTA and DCF offices, employment agencies, medical, immigration, legal, substance abuse and other community resources
- Track changes in availability and eligibility requirements for housing subsidies, welfare, and other benefits

All staff at REACH commit to:

- Working to ensure that REACH's values are demonstrated in the policies and procedures of the organization, every day.
- Working in collaboration with colleagues in other programs at the organization, participating with internal committees, and engaging with external and coalition work related to the role and/or the organization.
- Participating in staff meetings, weekly professional supervision, and weekly clinical supervision.

Work Schedule

- This is a salaried non-exempt position on a fluctuating workweek with hours from 12:00-8:00pm Monday through Friday
- Expected to have some flexibility to accommodate resident's appointments and shelter coverage
- Occasional evening, weekend, and holiday coverage will be necessary including coverage during inclement weather
- This position reports to the Director of Residential Programs

Requirements

- Bachelor's degree or equivalent human services experience
- A car and valid driver's license for transporting survivors and attending appointments with them
- Bilingual required (English/Spanish), must be able to provide all services fluently in English and Spanish
- Must be able to regularly lift and move 25 pounds to assist guests in moving in and out of the shelter and occasionally lift and move 50 pounds
- Candidates will be asked to submit a MA Criminal Records Check (CORI)

Benefits

- The salary for this position ranges from \$45,000-\$55,000 depending upon skills and experience
- 20 Days (4 weeks) of Paid Vacation Time, 25 Days (5 weeks) after 3 years of employment
- 12 Days Paid Sick Time and 11 Paid Federal Holidays

Please send a cover letter and resume to Isabel Rivera, Director of Residential Programs, at Jobs@reachma.org.

REACH is an equal opportunity employer and provides an inclusive work environment.