



Eastern Band of Cherokee Indians

ADVOCATE

Position Description

Program:	Domestic Violence	Reports to:	Lead Advocate
Division:	Public Health and Human Services	Position Number:	948537502; 948537503; 948537504; 948537505
Classification:	Non - Exempt	Revision Date:	12/19/2023
Pay Level:	11	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Coordinates all intake aspects of the Tribe's Domestic Violence/Sexual Assault program. Performs related administrative duties in support of this program. Performs various intake functions for domestic violence/sexual assault/dating violence/stalking/human trafficking victims, including emotional support, crisis counseling, outlining a plan of action, identifying community resources, case management, transportation to and from community organizations, accompaniment to court, and post-crisis casework services.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Works with law enforcement, court system, prosecutor, legal assistance office, similar outside organizations as needed to identify and resolve issues involving the enforcement of domestic violence/sexual assault/dating violence/stalking/human trafficking laws.
- Maintains all client files for the Tribal Domestic Violence Program.
- Attends meetings as required with other Tribal departments, outside agencies, and community, takes minutes, makes copies, maintains files, and prepares correspondence as needed.
- Maintain effective interaction with clients through family interaction activities (example: cooking dinner with clients, participating with clients in art projects/cultural art classes, and/or participating with clients in community classes).
- Maintains all necessary forms and supplies for the daily operation of the program.
- Links clients to other Tribal, State, and county programs and advocate for the client services, as necessary.
- Responds to emergency calls in a timely manner.
- Takes documentary photos as required.
- Maintains effective records of in-house and external clients including but not limited to data entry of all services delivered to clients.
- Assist with coordinating, organizing and delivery of Domestic Violence and/or Sexual Assault Outreach Events, as necessary.
- Assists clients to arrange for relocation, shelter placement, and other needs.
- Transports clients to court, State agencies, and other Tribal and community resource agencies.
- Provides follow-up casework services to promote viable alternatives and sustainable changes in personal, emotional, and economic resources necessary to reduce risk of re-victimization.

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- Performs job duties according to established safety guidelines and Tribal policies.
- Teaches and monitors light household management duties to the clients (i.e., sweeping, mopping, dusting) to maintain shelter cleanliness.
- Must be able to work holidays and weekends, as the Walkingstick shelter is a 24-hour emergency shelter.
- Assists clients with Domestic Violence Protection Orders (DVPO)-civil orders, by offering clients information on completing the forms, understanding the court processes associated with DV (Domestic Violence) issues if requested during work schedule.

Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others. Follows procedures and guidelines in job duties with minimal supervision. Problem solving, and initiative are required to handle multiple projects simultaneously.

MINIMUM MANDATORY QUALIFICATIONS

- Experience:** “One (1) year of related experience required. Experience to include basic clerical experience in a professional office setting, and application of business office practices and procedures”
- Education:** Associate’s Degree in related field required. Equivalent combinations of education and experience may be in lieu of degree, with required related experience of an additional: 5 years with a high school diploma / GED.
- Licenses & Certifications:** Valid, insurable NC Driver’s License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must have knowledge of social issues surrounding domestic violence, sexual assault, dating violence, stalking and human trafficking within Tribal Territories, North Carolina Counties, Federal and NC (North Carolina) State properties within the region.
- Must have knowledge of the court system (civil and criminal), services available to victims of domestic violence , sexual assault, dating violence, stalking and human trafficking.
- Must have knowledge of general office procedures within EBCI, regional NC (North Carolina) counties, and/or Federal courts.
- Must have knowledge of Tribal policies including but not limited to EBCI Personnel Policy, EBCI-Fiscal Management Policy and EBCI-Information Technology Policy.
- Must be able to operate necessary office equipment including but not limited to a computer as required.
- Must have the ability to write routine correspondence and generate standard reports for office staff, other programs and outside agencies as needed.
- Requires the ability to organize work, and communicate effectively with the public, other Tribal departments, and outside agencies.
- Must be able to respond to emergencies, provide crisis counseling and emotional support while facilitating stabilization of traumatized persons.
- Must have the ability to deal with emotional issues of clients including but not limited to listening well and interpreting the needs of the client and relaying that information to appropriate personnel.
- Must communicate effectively both verbally and in writing, follow instructions, work independently and as a member of a group.

Safety/Accuracy Focus:

Concise and accurate record keeping are necessary for this position. Lack of accurate data entry and/or record of services provided by the program could have a major impact on the effectiveness of the program. Review of work following established procedures, protocol, follow through, proofing, etc., shall be required to prevent most errors.

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Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Has access to departmental records, budget information, files, memorandums, statistics, grants, juvenile information, correspondence, and court proceedings, all of which would be considered confidential. Must adhere to all Tribal and departmental confidentiality policies and procedures.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

PREFERRED QUALIFICATIONS

Two years of work experience in office management/administration within a social service agency, or two years of related work experience in the area intake assessments, case management, and/or crisis counseling is preferred.

WORK ENVIRONMENT

Work Environment: Works in normal business office/court house environment while performing most job duties. At times, will be required to accompany client to various locations where there could be exposure to traffic and extremes weather conditions.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 25 pounds on a repetitive basis. Lifting up to 50 pounds, such as furniture, donations, and client belongings as needed. Close concentration and attention to detail is required while performing most duties of the job. The employee is subject to frequent interruptions, both by phone and in person, which require varied responses with each contact. The duties of this job will be performed both in and outside a normal office environment and will routinely require standing, walking, sitting, kneeling, reaching, speaking, seeing, and hearing. Job will occasionally require light and/or heavy-duty cleaning of client rooms and client shared space. Job may require the operation of small equipment dependent upon weather conditions and outreach activities initiated by the program (for example: gardening or sewing).

OTHER

Confidentiality: All employees must fully uphold all principles of confidentiality. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 “Indian Child Protection and Family Violence Prevention Act.”

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: The information in this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

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ACKNOWLEDGMENT

I have reviewed the content of the **Advocate** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date