

Position Title	Trauma Advocate Level 1
Reports To	Agency Director
Schedule	Full-Time or Part-Time



POSITION SUMMARY:

The Trauma Advocate Level 1 is responsible for providing compassionate, trauma-informed advocacy and support services to adult victims of crime, including domestic violence, sexual abuse, elder abuse, robbery, assault, and hate or bias-related incidents. This role requires strong interpersonal skills, sound judgment, and the ability to work collaboratively within a multidisciplinary team to ensure clients receive comprehensive and coordinated care.

RESPONSIBILITIES:

- Conduct community outreach to identify, recruit, and support adult victims of crime within the target population.
- Plan, prepare, and provide services in office, home, and off-site settings.
- Conduct risk assessments and safety planning.
- Provide crisis intervention, information about the criminal justice process, victims compensation, and other available assistance programs.
- Offer court advocacy and accompaniment as needed.
- Link clients to appropriate community services and support systems.
- Select and implement program-approved curricula in individual and group settings to provide education, information, and support.
- Facilitate support groups.
- Promote the agency’s services, programs, mission, and philosophy within the community.
- Collaborate effectively with community service providers, including law enforcement, mental health professionals, and protective service personnel.
- Maintain accurate, timely, organized, and complete case files in compliance with agency and funding requirements.
- Uphold strict client confidentiality at all times.
- Attend and actively participate in supervision, staff meetings, intake evaluations, collaboration meetings, and required agency functions.
- Participate in ongoing educational training in relevant subject areas.
- Complete required documentation and record-keeping activities.
- Accurately record timesheet information and maintain updated work schedules with the Coordinator and Agency Director.

PRINCIPAL CHALLENGES:

The primary challenge of this position is to responsibly and compassionately assist victims of crime by providing accurate information, appropriate referrals, and meaningful support while navigating complex and often emotionally sensitive situations.

QUALIFICATIONS AND SKILLS:

- Strong empathy and commitment to serving victims of crime.
- Excellent listening and communication skills.
- Ability to assess client needs and participate in team-based problem-solving efforts.
- Strong organizational and documentation skills.
- Proficiency in Microsoft Office (Word and Excel) and database systems.
- Understanding of trauma-informed care and the dynamics of violence and victimization.
- Ability to build and maintain positive professional relationships with community partners.
- Familiarity with local community resources preferred.
- Comfortable conducting home visits.

EDUCATION AND EXPERIENCE:

- Associate's Degree in Social Work, Criminal Justice, or related field preferred.
- Minimum of two years' experience working with victims of domestic violence or other crimes preferred.
- Group facilitation experience preferred.
- Valid driver's license in good standing.
- Reliable transportation and agency-required auto insurance.

BENEFITS:

- Paid time off

APPLICATION PROCESS:

Interested candidates should submit a resume, cover letter, and three professional references to Kimberly@citilookout.org. Please include "Citilookout Trauma Advocate Level 1 Application" in the subject line.

Use QR code to complete online application.



