



Job Description
LGBTQ+¹ Counselor Advocate
(Full-time, Regular, Non-Overtime-Exempt)
October, 2018

Our Mission

Safe Passage is dedicated to creating a world free of domestic violence and relationship abuse.

We support survivors and their families.

We engage our community.

We advocate for systemic change.

Safe Passage provides individualized support to address survivors' holistic needs for safety and healing in the aftermath of domestic violence and relationship abuse. Our programs include emergency shelter, trauma-informed counseling and support groups for survivors, families and children, community engagement and prevention, and individual and system advocacy.

Expectations of all employees

In the performance of essential and general job responsibilities, all Safe Passage employees are expected to:

- Demonstrate commitment to Safe Passage's mission and principles of diversity and inclusion
- Represent Safe Passage in a professional and competent manner to clients, organizational partners, and other stakeholders
- Perform quality work within deadlines
- Work effectively as a team contributor on all assignments while contributing to a positive working environment for staff and volunteers
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations

Position Purpose

The LGBTQ+ Counselor Advocate has primary responsibility for providing crisis intervention, education, and support, using an empowerment model, to LGBTQ+ survivors who are experiencing or have

¹ At Safe Passage we honor and recognize the complexity and multiplicity of gender identities and sexual orientations. We understand this brief acronym to imperfectly represent the wide spectrum of how people experience their gender and sexual orientation. We utilize LGBTQ+ as a framework to indicate human sexual and gender diversity in the broadest way possible, inclusive of those whose identities lie outside of the literal meaning of each individual letter in the acronym – including pansexual, pangender, asexual, agender, demisexual, non-binary, gender non-conforming, gender fluid – and words from non-Western cultures and languages that reference gender and sexuality differently such as Two Spirit and Third Gender, as well as all the words that have yet not come into use. We support and provide services to all.

experienced domestic violence; to serve as a resource for other Safe Passage staff and volunteers on the needs of LBGTQ+ survivors; and to conduct outreach to LBGTQ+ communities. While the LBGTQ+t Counselor Advocate's efforts will center on LBGTQ+ survivors, this position will also hold an explicit focus in serving transgender, non-binary, and gender non-conforming survivors. This Counselor Advocate will also serve clients of all identities as a member of Safe Passage's counseling team.

Reports to: Community Program Director

Supervises: Volunteers and Interns

Essential Responsibilities

Counseling & Advocacy

- Provide crisis intervention and counseling to people who are experiencing or have experienced domestic violence through individual counseling, hotline response, and emergency walk-in intervention, with particular emphasis on LBGTQ+ survivors.
- Facilitate culturally responsive support groups for LBGTQ+ survivors, designed to support and empower survivors who are experiencing domestic violence.
- Assess clients' needs and provide advocacy and referrals on issues related to housing, public assistance, immigration issues, employment, education, children's issues and others based on individual needs.
- Design and implement culturally relevant, competent, and responsive services based on needs of the LBGTQ+ communities.
- Establish and maintain relationships and collaborate with other service providers and agencies serving LBGTQ+ survivors to ensure integrated supports for LBGTQ+ survivors and their children who have experienced or witnessed domestic violence.
- Be a resource for other SP staff who are serving LBGTQ and transgender, non-binary, and gender non-conforming survivors.
- Provide routine on-call coverage, during the regular workday and nights, weekends, and holidays, in rotation with other direct service staff.

Community Engagement & Outreach

- In strong collaboration with the Transgender, Non-Binary and Gender Non-Conforming Outreach Advocate and the Community Engagement Department, represent Safe Passage at community and tabling events, and conduct outreach and training on domestic violence and issues specific to LBGTQ+ to Safe Passage staff, volunteers, community partners, and other stakeholders.
- Collaborate with other service providers and agencies to promote the availability and accessibility of integrated support services for LBGTQ+ survivors, with an explicit priority of expanding service access for transgender, non-binary, and gender non-conforming survivors.
- Build and maintain relationships with other external stakeholders in accordance with agency outreach plan and strategy.
- Supervise and help to coordinate the work of volunteers, especially in relation to their work with LBGTQ+ survivors.

Program Administration

- Maintain appropriate files, records and statistics, and submit reports and information as needed for internal and external stakeholders.

- Participate in supervision meetings, counselor meetings, staff meetings, task forces and committees, and collaborations.
- Seek out and make effective use of training professional development opportunities to increase skills and knowledge about current issues.
- Contribute toward program development and budgeting of supplies and other expenses for the counseling and advocate program.

Qualifications

- One to three years of relevant experience.
- Ability to establish and maintain productive professional relationships as representative of Safe Passage.
- Ability to support survivors in crisis with empathy while maintaining professional boundaries.
- Ability to advocate effectively on behalf of clients.
- Demonstrated understanding of domestic violence as well as its effects and particular challenges within the LGBTQ+ communities.
- Demonstrated understanding of the unique needs of transgender, non-binary, and gender non-conforming survivors.
- Demonstrated skills in outreach based in a community organizing framework.
- Demonstrated understanding of the intersectionality of oppressions and the vulnerabilities and strengths of individuals who hold multiply oppressed identities.
- Proficiency across the following skills: verbal and written communication, collaboration, organization, and use of computer and technology for basic communication and work products.

Education

Bachelor's degree in human services similar field preferred. Candidates with non-traditional educational pathways and commensurate life/work experience considered.

Work Hours

Monday through Friday, 9-5. Occasional evening and/or weekend hours may be required, for example, to attend a community event. This position also participates in on-call rotation for overnight and weekend coverage.

Classification, Benefits, and Compensation:

This is a full-time, regular, non-overtime-exempt position. Benefits are consistent with Safe Passage personnel policies and relevant state and federal laws. This position is grant-funded and subject to availability of funding.

To apply: Send cover letter and resume to spjobs@safepass.org with the subject line of LGBTQ+ Counselor Advocate. Application deadline is December 10th, 2018. Applications may be considered after the deadline until position is filled.

For more information about Safe Passage and domestic violence, visit our website at www.safepass.org.

Safe Passage works on a daily basis to earn its position as a justice-centered employer of choice in Western MA. Toward this goal, Safe Passage is an Equal Opportunity Employer with a strong organizational commitment to the achievement of excellence, diversity, and inclusion among staff.