



Job Description

Radiant Futures is an equal opportunity employer

Job Title	Center Advocate
Reports to	Center Manager
FLSA, Pay	Non-exempt, \$22.44/hour

Agency Overview

Originally founded as Women’s Transitional Living Center (WTLC) in 1976, Radiant Futures is the oldest domestic violence program in Orange County and the third oldest in the nation. Originally established as an emergency shelter, Radiant Futures has since evolved into a multiservice organization dedicated to ending the cycle of violence through a trauma-informed, survivor-driven approach. Today, we are equipped to respond to the nuanced needs of survivors of both domestic violence and human trafficking, and we continue our tradition of evolving to meet their needs through the constant pursuit of innovative programs and evidence-based best practices.

Our programs fall under three major categories: Bridge Housing, Supportive Services, and Community Education and Advocacy. Through our three-fold approach, Radiant Futures strives to meet the needs of survivors of any gender, their children, and survivors often not served by other programs. Uniquely tailored to the needs of survivors and their families, our programs are rooted in the understanding that there is no one-size-fits-all approach to safety, recovery, and self-sufficiency.

Position Summary

Under the direction of the Center Manager, the Center Advocate provides customer service by responding to callers on our domestic violence and human trafficking helpline, as well as provides emergency telephonic response to residents of Orange and surrounding counties. In addition, the Center Advocate performs various duties associated with ensuring the Center is operable, presentable, and equipped with materials needed to execute Center activities such as groups, activities, and child supervision. Utilizing a trauma- informed care approach, compassionate and professional care will be provided to all individuals as this position serves as the first point of contact for our callers, participants, and visitors.

Essential Duties

Helpline Duties:

- Provide individualized, flexible, support, and advocacy to survivors who reach out to WTLC through the helpline.
- Assess for risk and provide safety planning and information to clients on the helpline.
- Help identify callers' needs including crisis interventions.
- Assist in accessing emergency shelter, motel, transportation, and other immediate needs.
- Provide information about domestic violence and human trafficking, and referrals to link caller to service providers
- Provide support and resources that strengthen families and child development
- Support participants in creation and evaluation of safety plans, provide education on their rights, and connect them to community services and resources
- Complete and maintain participant records that document services provided; input data entry into database (Apricot)
- Work with participants to develop and maintain relevant and meaningful Aftercare plans
- Other duties may be assigned

Center Duties:

- Provide front reception duties such as greeting participants and visitors, connecting them with staff, receiving packages/deliveries
- Manage the lobby/breakroom/ kitchen area. Ensure daily cleanliness and inventory of lobby and breakroom items such as coffee, snacks, water
- Direct or transport participants and/ or their children to various locations as needed
- Ensure group room and lobby furniture are clean, repositioned appropriately, and presentable at all times
- Close the Center appropriately (checking doors, tidying rooms, setting alarm, etc.) when working late shift.
- Provide Child Supervision as needed to support survivors.

Other:

- Adheres to the highest ethical and professional standards
- Attends any required meetings, conferences, and events as needed
- Performs other tasks as assigned
- Provide support to all other program staff, as needed

Qualities & Qualifications

Qualities:

- Possesses a strong commitment to the mission, policies, goals, and values of Radiant Futures
- Possesses a strong commitment to the self-reflection and interpersonal work needed to create an inclusive environment
- Results and solution-oriented
- Able to work independently as well as within a team; set and achieve high performance goals and meet deadlines in a fast-paced work environment
- Demonstrated ability to exercise good judgement and maintain confidentiality
- Creative thinker, joyful collaborator, self-starter, and detail-oriented
- Willingness and ability to travel to meetings, events, and other Radiant Futures events

Qualifications:

- Associates Degree (AA/AS) in Sociology, Human Services, Psychology, Child Development, or Related Field; or 2 years' experience in non-profit, crisis hotline, or equivalent
- Bilingual in one of Orange County's Threshold Languages preferred:
 - Spanish, Vietnamese, Korean, Farsi, Arabic
- Excellent computer and technology skills including proficiency with MS Office 365 and other web-based databases and platforms, experience with Apricot database a plus
- 40-Hour Domestic Violence Training Certification (can complete during introductory period if needed)
- Has not been a participant of WTLC/ Radiant Futures services for at least three (3) years
- Possession of a current and valid CA driver's license, a vehicle, liability insurance meeting CA state minimum requirements and an acceptable driving record

Compensation & Benefits

This is a full-time, non-exempt position, \$22.44 an hour.

We provide 2 weeks PTO to start which increases over time (3 weeks after 2 years, 4 weeks after 5 years, 5 weeks after 10 years); 4 wellness paid days, 1 civic engagement paid day, and 12 paid holidays

Alternate work schedule (4 days/ 10 hours) option available

Generous benefits including 100% covered in Radiant Futures sponsored health, dental, vision, and AD&D insurance with Employee Assistance Program; and 403(b) retirement plan with up to 4% match after 1 year of service

Our Commitment to Diversity and Inclusion

At Radiant Futures, we believe outstanding people are the key to our success. We value a diverse and inclusive workplace, and strongly encourage people of color, LGBTQIA+ individuals, gender non-conforming individuals, and formerly incarcerated people to apply.

As an equal opportunity employer, we recruit and hire with the understanding of systemic oppression and lived reality of people with marginalized identities. We also recruit and hire without regard to race, national origin, religion, gender, gender identity, sexual orientation, disability, marital status, veteran status, or age.

Working Conditions and Physical Requirements

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter and resume to careers@radiantfutures.org with "Center Advocate" in the subject line. No phone calls please.

For more information on Radiant Futures, please visit our website at www.RadiantFutures.org.