



ABOUT ASIAN FAMILY SUPPORT SERVICES OF AUSTIN (AFSSA)

AFSSA is a non-profit organization located in Austin, Texas with a staff of thirty-seven professionals who are passionate about breaking the cycle of violence in Asian and immigrant communities. Through education, advocacy, and self-advocacy, we empower Asian survivors of sexual violence, domestic violence, and human trafficking by improving their access to services, and increasing the community's awareness of the various forms of gender-based violence and oppression.

AFSSA supports our dedicated team of professionals by providing medical, dental, and vision insurance at no cost to our employees. AFSSA demonstrates a level of care for our employees that includes competitive compensation, generous PTO, and comprehensive benefits. Time-off includes up to: 192 hours of paid time off; 40 hours of Floating Holidays; and 48 hours of Official Holidays. AFSSA also offers a 401k retirement program with an employer match.

Guided by our core values of Prevention, Advocacy, Responsiveness, and Transformation, AFSSA provides high quality, client-centered, and strength-based survivor and community services in Central Texas.

Position Summary:

The Client Advocate Domestic Violence Services will be responsible for providing culturally-grounded and trauma-informed supportive client services for Asian and immigrant survivors of domestic violence, sexual violence and sex trafficking. Holistic services provided will consider cultural, language and religious dynamics that are traditional barriers to the Asian and immigrant community in fully utilizing available community resources to ensure safety and well-being. This position will directly report to the Manager of Domestic Violence Services.

Essential Job Functions:

- Provide strengths-based comprehensive and confidential culturally-grounded, trauma informed interventions and support for children, individuals and families impacted by domestic and sexual violence
- Help identify the strengths and needs of clients while establishing a holistic individualized case plan and provide ongoing advocacy-based case management services to support survivor in identifying needs and options within the framework of their cultural milieu, abilities, and support network
- Provide advocacy to clients accessing legal, medical and other services as necessary throughout various system interactions
- Work closely with other AFSSA Direct Service staff as well as partner service providers to ensure continuum of supportive services for client
- Maintain proper client files in agency database, statistics and intake forms including biopsychosocial-spiritual assessments, individual case plans and/or reports; ensure all files are complete and up-to-date
- Participate in the on-call rotation for Hospital Accompaniment as scheduled
- Assist with the agency hotline and provide support, safety planning and other crisis related services during and outside of office hours
- Participate in Austin area coalitions and task forces to build alliances and partnerships with community based organizations to increase access to support services for clients
- Attend various agency meetings as required including staff, direct service and supervision meetings
- Incorporate the use of trained Direct Service volunteers into direct or support work with clients
- Adhere to all agency, state and federal policies and regulations including confidentiality
- Perform other programmatic and agency duties as assigned

Required knowledge, abilities, and skills:

- Bachelor's degree in Counseling, Criminal Justice, Social Work, Public Health, Psychology or other related field or minimum 2-year experience in nonprofit work, OR equivalent combination of education and experience.
- Experience in trauma-informed service provision
- Knowledge of culturally-grounded service provision to traditionally underserved populations
- Knowledge of Asian cultures, respect for all cultures, and ability to interact with diverse groups
- Strong familiarity with one or more Asian languages

- Knowledge of local Austin-area community resources
- Knowledge of gender-based violence issues and their impact on individuals and families and experience working with individuals who have experienced trauma
- Knowledge and proficiency in the use of computers, internet searches, smartphone devices and other primary software packages.
- Must have own transportation to travel frequently within the metropolitan area
- Ability to maintain effective relationships with staff, volunteers, community and national partners
- Ability to plan and organize work in an effective and timely manner
- Ability to maintain flexible schedule in accordance with program needs

SPECIFICATIONS:

- **FLSA Status:** Full-Time Non-Exempt
- **Salary Range:** \$51,000
- **Benefits:** Employer funded medical, dental and vision insurance. 401k program with an employer match. Generous PTO, plus five (5) Floating Holidays, six (6) Official Holidays.
- **Hours:** 40 hours per week, including evenings and weekend commitments
- **Required:** Valid U.S. work permit
- **Note:** This position is subject to grant funding

AFSSA is an equal opportunity employer and does not discriminate on the basis of age, sex, race, language, ethnicity, religion, national origin, gender, gender expression, gender identity, marital status, sexual orientation, or status as a veteran with a disability.

POSTING SCRIPT:

Salary:

FLSA STATUS: Non-Exempt

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