



NEW ORLEANS FAMILY JUSTICE CENTER
Advocate Initiated Response (AIR) Triage Advocate
Job Description

The New Orleans Family Justice Center is a nationally recognized, dynamic collaborative organization dedicated to providing immediate, effective and comprehensive services to survivors of domestic violence, sexual assault and stalking.

Job Summary:

The Advocate Initiated Response (AIR) Triage Advocate initiates an immediate advocacy response to domestic violence incidents or cases of suspected domestic violence by following up with identified victims via phone after police incidents. This position will assess risk, eligibility for services, build rapport, and make appropriate referrals. The Triage Advocate will serve as a liaison and point-of-contact for an NOPD patrol district, and provide a linkage to services at the New Orleans Family Justice Center and other resources. The qualified candidate is required to have a dedication to working with survivors of domestic and sexual violence, demonstrate warmth in all client interactions, and build rapport with trauma survivors of various backgrounds. The Triage Advocate will work closely with the New Orleans Health Department to identify patterns and trends in domestic violence calls, with an attention to improving a victim-centered response.

Specific Responsibilities Include:

- Collaborate with the New Orleans Police Department ("NOPD") to contact victims of domestic violence after domestic disturbances or domestic incidents occur
- Attend Roll Call at Police Districts.
- Maintain agency issued cell phone for on call as needed
- Refer cases to NOFJC Case Manager as needed for more extensive follow-up
- Provide community referrals as needed to victims of domestic violence
- Research and maintain up-to-date knowledge of local resources, including, but not limited to emergency housing resources, domestic violence and sexual assault specific organizations, available medical, and mental health, and substance use services, available economic assistance programs and services for children;
- Understand and maintain confidentiality with clients;
- Provide basic crisis intervention techniques for victims of domestic violence on an as-needed basis;
- Maintain working relationships with partner agencies;
- Research and maintain up-to-date knowledge of the criminal justice system, particularly in New Orleans, and how it impacts victims of domestic violence and their families;

- Maintain up-to-date knowledge of dynamics of domestic violence and approaches, with a focus on topics relating to best practices, trauma informed care, equity, and the disparate impact of policies;
- Utilize established data tracking systems and maintain confidential reports and notes on services provided;
- Work closely with the New Orleans Health Department in addressing domestic violence as a public health issue;
- Attends pertinent meetings and trainings as requested by the Associate Director.
- Completes Complete 40 hours of domestic violence and sexual assault Training provided by the NOFJC in the first year of employment.
- Completes 30 hours of ongoing training each year of domestic violence and sexual assault after the first full year of employment.
- Complete 60 hours of (AIR) training.
- Perform other job-related duties and responsibilities as deemed necessary by the Associate Directors and/or the New Orleans Health Department.
- Attend pertinent meetings and trainings as requested by the Associate Director of Programs Client Services.

Minimum Requirements:

Bachelor's Degree required and two years previous domestic violence service experience or knowledge. Must have the ability to communicate effectively and respectfully with people from diverse cultures and backgrounds.

Proficiency Qualifications:

Person must be a creative self-starter with a high level of attentiveness to detail. Ideal candidate will possess excellent interpersonal, verbal, and written communication skills, as well as basic computer skills. The ideal candidate will have an interest in working with survivors of domestic violence as well as the ability to remain calm in high energy, crisis situations. An understanding of trauma-informed care will be critical to the position.

Reporting Relationship: Associate Director, New Orleans Family Justice Center

Salary Range: \$ 40,000 annually starting (hourly, non-exempt position) with generous benefits package

Interested applicants should send resume and cover letter to Misty Frye at mfrye@nofjc.org

NOFJC is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, age, or national origin. NOFJC is committed to building a diverse staff and strongly encourages applications from racial and religious minorities, all gender identities, people living with disabilities, and veterans.