



**STRONGHEARTS**  
Native Helpline

## Advocate Job Description

BASIC INFORMATION	
<b>FLSA Status</b>	Non-Exempt
<b>Provisional Period</b>	90 days
<b>Job Title</b>	Advocate
<b>Location</b>	Eagan, Minnesota
<b>Funding Source</b>	Grant Funded
<b>Position Type</b>	Full-time
<b>Reports to</b>	StrongHearts Advocate Manager
<b>Shift</b>	<ul style="list-style-type: none"><li>• Thursday through Sunday 09:00 p.m. to 08:00 a.m. CSTm</li><li>• Thursday through Sunday 12:00 p.m. to 11:00 p.m. CST</li><li>• Friday through Monday 09:00p.m. to 08:00 a.m. CST</li></ul>
<b>Salary/Hourly Rate</b>	19.50

### GENERAL POSITION PURPOSE STATEMENT

#### Organizational Summary:

StrongHearts Native Helpline is a safe, anonymous and confidential helpline for Native Americans and Alaska Natives affected by domestic, dating and sexual violence. By dialing 1-844-7NATIVE (1-844-762-8483), nationwide 24/7, callers can connect at no cost one-on-one with knowledgeable StrongHearts advocates who can provide lifesaving tools and immediate support to enable survivors to find safety and live lives free of abuse.

### JOB SUMMARY

The StrongHearts advocate responds to incoming calls on the StrongHearts Native Helpline from victims and survivors of domestic violence, advocates, general public and service providers and provides crisis intervention, referral, information and problem solving to all callers.

## ESSENTIAL RESPONSIBILITIES, DUTIES AND ABILITIES

Provide trauma-informed direct services to survivors of domestic violence including peer support, advocacy, crisis intervention, safety planning, information and referrals on the helpline,  
Monitor and mediate StrongHearts community problems and resident conflicts  
Consistently uphold StrongHearts policies and guidelines  
Take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all clients.  
Provide follow-up services to clients as needed.  
Summarize interactions in client cases using Salesforce., agency files, statistics, forms and other record keeping as required.  
Complete all paperwork and enter it into the client records database in a timely manner.  
Provide crisis intervention, safety planning, education, advocacy and referrals to callers, as appropriate.  
Adhere to agency policies and work rules, including strict adherence to StrongHearts confidentiality policies and code of ethics.  
Maintain professional boundaries.  
Attend and actively participate in agency meetings as required.  
Ability to work with people from a variety of backgrounds and experiences.  
Ability to be flexible and adjust work hours to requirements of the organization including occasional overtime and/or work outside of normal business hours, as needed.  
Ability to respond with empathy and support to victims in crisis situations and with sensitivity and awareness to diverse cultural, ethnic and social backgrounds, values, attitudes and languages.  
Demonstrated ability to manage high stress situations.  
Commitment to StrongHearts mission, vision and values of the organization.  
Ability to work with diverse populations.  
Ability to interact sensitively with traumatized populations and to handle crises appropriately.  
Ability to work independently and as part of a team.  
Participate in advocacy training.  
Completes regular training, wellness, team, or other activities as assigned.  
Refers unresolved problems between service providers and StrongHearts callers to Services Coordinator and Services Manager.  
Intentionally and actively fostering positive working relationships and organizational culture  
*\*This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instruction and to perform any other job-related duties requested by their supervisor or management\**

## KNOWLEDGE AND SKILLS

A High School Diploma or equivalent is required. College degree in social work or related field preferred.  
Preferred work experience working with American Indian and Alaska Native communities.  
Preferred work experience with community-based domestic violence/victim assistance programs, human services, social services or related direct client services.  
Any equivalent combination of education and experience that will allow the applicant to satisfactorily perform the duties of the job may be considered.  
Knowledge of the history of the battered women's movement in the United States and the impact on Native Americans.

## PHYSICAL AND SENSORY REQUIREMENT

The responsibilities of this position require certain physical and sensory abilities, which must be performed with or without reasonable accommodation.

Must be able to hear and speak clearly.

Ability to use hands and fingers on a keyboard and use a mouse.

Ability to clearly see and view the details of words, tables and images on a computer screen for long periods of time.

## WORKING CONDITIONS

The working environment is a temperature-controlled office environment; periodic, with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.

## BENEFITS

StrongHearts offers the work life balance, opportunities for growth and the upward mobility you've been searching for! Benefits include employer paid health, dental, vision, and life insurance benefits that begin two full calendar months after your official start date. Benefits also include generous paid time off so you can spend more time with your family and enjoy a positive work life balance.

*\*StrongHearts is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status. StrongHearts is a drug-free workplace.\**