



Date Developed:	November, 2017
HR Review Date:	New

JOB DESCRIPTION/JOB POSTING
AN EQUAL OPPORTUNITY EMPLOYER

DEPARTMENT:	Health and Human Services
DIVISION:	Human Services
POSITION TITLE:	Senior Human Services Advocate (1 Full-Time)
PAY GRADE/RANGE:	AFSCME A32: \$33.51-\$42.94/hour
FLSA STATUS:	Non-Exempt
OPENING DATE:	
CLOSING DATE:	

*Starting salary is dependent upon qualifications, but in most cases is no higher than the midpoint for range.

NATURE OF WORK:

Under the supervision of the Human Services Manager and/or designee, the Senior Human Services Advocate provides and coordinates advocacy for victims, including on-going support and enabling services for all staff and community partners. The Senior Advocate is a key member of the Trauma Advisory Team (TAT) consisting of 3-5 staff members in different roles who share project ownership and decision making addressing community trauma. Facilitates the alignment of public health, mental health, culturally specific programs, and community organizations under trauma informed principles and practices through training, networking opportunities and streamlining of referral systems. Creates the environment and information sharing via newsletter or online and social media based focusing on resiliency and healing. Collects and interprets data around Trauma Informed Care.

ESSENTIAL FUNCTIONS (Specific assignment will include some or all of the following):

- Conducts ongoing/refreshers/just-in time training on nationally recognized trauma-informed approaches.
- Trains/coaches the team to deliver universal support for victims exposed to forms of trauma.
- Trains and coaches on resiliency and healing.
- Provides leadership for the development and promotion of trauma-awareness
- Promotes trauma-informed and strength-based approaches in community.
- Works with staff to ensure that support is provided during death notifications and traumatic events (loss of life and property i.e. Fire) and the role of trauma in human behavior and recovery.
- Conducts observations and interviews using surveys/checklists to document baselines in agency commitment and endorsement, governance and leadership, environment and safety, workforce development, systems change, and cross-sector collaboration.
- Provides training and networking opportunities for community based partner organizations, culturally specific organizations, and/or social services organizations that might serve to facilitate improved integration and coordination addressing trauma as it relates to death notifications, loss of property (Fire, Assault, Domestic Violence etc.).
- Monitors local, state and national trends and best practices in the trauma informed communities.
- Serves as liaison to agencies, advocates, parents and students facilitating trauma-informed practices.
- Supervises work and activities of part-time human services advocates on TAT.
- Assesses staff training needs and provides training on trauma-awareness and evidence-based approaches.
- Provides liaison and technical consultant to develop and implement trauma-informed behavioral health assessments and interventions.
- Provides technical consultation for staff for specific strategies to use to support families who have experienced trauma.
- Attends training sessions in evidence-based trauma-informed practices.
- Keeps superiors apprised of activities and developments.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS OF WORK:

- Must possess a Master's degree or higher in Counseling, Social Work, Behavioral Health Sciences, Psychology, or substantially similar area from an accredited college or university.
- Must possess three (3) or more years of counseling work experience with victims, families or others affected by trauma and two (2) or more years of work experience with case management and assessment.
- Must possess a valid driver's license and a safe driving record.
- Knowledge, skills, and abilities in the following areas:
 - Extensive knowledge of current public aid policy and related services.
 - Knowledge and familiarity with HIPAA and its obligations and regulatory requirements.
 - Knowledge and familiarity with state legislation under the purview of DCFS involving children.
 - Ability to work with diverse groups of people.
 - Knowledge of computers and familiarity with Microsoft Office Suite.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to maintain confidentiality and trust with students and other victims of trauma.
 - Ability to establish and maintain effective working relationships with schools, state and federal agencies, and other partners.

PHYSICAL REQUIREMENTS OF WORK:

Mostly sedentary work occasionally exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. May involve walking or standing for brief periods of time. The worker is subject to inside environmental conditions: protection from weather conditions but not necessarily from temperature changes. No environmental hazards indicated for this classification.

SUPERVISION:

Work is performed under the general direction of a supervisor. Assignments may vary from day to day, however primarily routine. Assignments can be either verbal or written, with the employee determining proper procedure and work methods and is responsible for completing the work according to City work rules and safety regulations. Work is reviewed through ongoing observation, written and verbal communication, meetings and feedback from supervisors and other department employees. Guidance is provided through rules and regulations, policies and procedures, Unified Work Rules, Union Contract, Personnel Rules and OSHA. Work is evaluated at least annually for the safe and skilled utilization of equipment, quality of tasks, adherence to work rules, and performance in accordance with the classification standard.

PUBLIC CONTACT:

This person has regular and frequent contact with all levels of internal staff as well as contact with the public at large.

SELECTION METHOD

Structured Oral Interview

TYPE OF ELIGIBILITY LIST

LIFE OF ELIGIBILITY LIST

To apply for this position, please apply online at www.cityofevanston.org on or before the closing date.

Chosen candidates will be required to provide proof of licenses, certifications, and education required for this position. Candidates will also be subject to qualifying pre-employment processes, including medical examination, drug/alcohol screen, employment verification, and criminal background check.

The City of Evanston is an equal opportunity employer and ensures against discrimination in employment on the basis of a person's race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, source of income, housing status, or gender identity. The City of Evanston is also committed to accessibility for persons with disabilities. Any person needing mobility or communications access assistance should contact Human Resources at 847-448-8204 (voice) or 847-448-8052 (TTY).