



COMPASSIONATE CARE ADVOCATE

- *Department/office:* Monadnock Center for Violence Prevention
- *Supervisor/reports to:* Direct Services Program Director
- *Supervises:* none
- *Full time equivalent:* 1.0 FTE
- *Exempt or nonexempt:* Exempt
- *Salary range:* \$39,520 – \$52,000
- *Work schedule* (hours per day or week): 40 hours per week during standard business times and occasionally outside of business hours as needed.
- *Location:* Primary office located at Cheshire Medical Center, with frequent need to be on location at Monadnock Center for Violence Prevention’s main office.

Summary

The Monadnock Center for Violence Prevention’s Compassionate Care Advocate provides trauma-informed, empathic support services for survivors of domestic violence, dating violence, sexual assault, and stalking seeking medical care at the Cheshire Medical Center, responds to medical emergencies for survivors of domestic violence, dating violence, sexual assault, and stalking and maintains follow-up continuity of care where appropriate. The advocate also provides training and educational programming to stakeholders, including hospital personnel and community members. The advocate raises awareness of the Compassionate Care Project and its goal. The position is devoted to the Compassionate Care Project, which is funded through September 30, 2027 by a grant passed through the County of Cheshire from the U.S. Department of Justice Office on Violence Against Women Fiscal Year 2024 Rural Domestic Violence, Dating Violence, Sexual Assault, and Stalking Program.

Responsibilities

1. Encourage collaboration among diverse stakeholder groups in order to identify, assess, and appropriately respond to victims of domestic violence, dating violence, sexual assault, and stalking.
 - a. Attend monthly Sexual Assault Resource Team and Advisory Board Subcommittee meetings to build and maintain interdisciplinary relationships with stakeholders.
 - i. Provide a regular report to the Team on program metrics including, but not limited to, victim demographics, utilization, quality and timing of personnel response, and patient experience feedback.

- ii. Receive feedback on gaps in care and opportunities for improvement, and coordinate with suggestions from the Subcommittee on quality improvement projects, training, and community outreach.
 - iii. Share resources with Sexual Assault Resource Team members.
 - b. Assist in recruiting new members to the Sexual Assault Resource Team Advisory Board Subcommittee to expand upon representation of members.
 - c. Meet with the medical forensic care program manager on a weekly to bi-weekly basis throughout all phases of the project to discuss how it is meeting its goals and objectives, and to incorporate program changes necessary for continual improvement of the grant project that funds this position.
 - d. Identify training needs by topic and audience type, in collaboration with the Sexual Assault Resource Team Advisory Board Subcommittee and the medical forensic care program manager.
 - e. Host, and develop as necessary, training events on violence-prevention related topics for Cheshire Medical Center's medical forensic care team and other medical staff, law enforcement, prosecutors, and the general public; to include scheduling the event and trainer, advertising, organizing and tracking registrations, collecting attendee feedback, and other training organization tasks.
- 2. Establish and expand victim services.
 - a. Provide empathetic, survivor-centered, trauma-informed support across the lifespan through active listening, empowerment, and client advocacy.
 - b. Respond to medical emergencies for survivors of domestic and sexual violence, and maintaining follow-up continuity of care where appropriate.
 - c. Assist clients with filing legal paperwork (e.g. protective orders).
 - d. Assess comprehensive needs of clients, including potential need of emergency housing; when appropriate, make referrals.
 - e. Refer clients to adjunct services as needed (e.g. counseling).
 - f. When necessary, facilitate payment of expenditures related to any costs associated with removing or minimizing barriers to participation in the project activities or accessing its services, including but not limited to language assistance, assistive devices, translators, mobility devices, transportation, child care, per diem meal reimbursement, or any other nominal expense that would otherwise be a barrier to participation if not covered by this grant. The advocate will identify individuals who need to access these funds, facilitate the expenditures, and prepare supporting documentation with redacted personally identifiable information (to protect victims' identity and privacy).
 - g. Coordinate and facilitate a support group for survivors of violence, to include reaching out to prospective members, and scheduling and hosting the group.
 - h. Track data, including client demographics, and share as required with the Monadnock Center for Violence Prevention data specialist.
- 3. Create and implement strategies to increase awareness and prevent domestic violence, dating violence, sexual assault, and stalking, in order to increase the safety and well-being of women and children ($\leq 25\%$ of total time and effort). Specifically, Attend and participate in outreach events; disseminate knowledge products; and

promote the Compassionate Care Project through membership of community committees/coalitions, in writing, public speaking, and by working with the Monadnock Center for Violence Prevention director of development.

4. Manage programmatic aspects of the federal grant that funds the Project; specifically, thoroughly read, understand, and strive to comply with the award agreement; the funders' general program rules; the proposal narrative and associated attachments; the funding agency's notice of funding opportunity; Cheshire County Grants Department Policy and Procedure Manual; all other applicable laws, regulations, rules, terms, and other conditions applicable to the grant-funded project.
5. Serve as an advocate for MCVP's 24/7/365 crisis line as assigned – evenings, weekends, holidays (compensated at per diem rate); any other tasks as assigned by supervisor.

Qualifications

1. 3-5 years' experience in direct services with emphasis on domestic and sexual violence, mental health, or public health;
2. 1-2 years' experience working directly with victims of domestic violence, dating violence, sexual assault, and/or stalking;
3. Minimum Bachelor's degree, preferably in psychology, social work, public health, or other relevant discipline.

Skills, knowledge, and abilities required

1. Non-judgmental and empathetic interpersonal skills;
2. Understanding of survivor-centered, trauma-informed counseling methods;
3. Strong written and public speaking skills, including creating presentations;
4. Conflict resolution and problem-solving skills;
5. Risk management and a commitment to safety first;
6. Teamwork and motivational skills;
7. Excellent verbal and written communication skills; ability to communicate effectively; within an interdisciplinary medical team and with a diverse client population;
8. Organizational and multitasking skills;
9. Ability to travel short distances (up to 20 miles).
10. 40 hours of Foundations of Advocacy training in accordance with NH RSA 173C, provided through MCVP and the New Hampshire Coalition Against Domestic and Sexual Violence (NHCADSV), for which you will be paid.

Other

- Reliable transportation.
- Valid Driver's License.
- Insurance Coverage (vehicle).
- Criminal Background and DMV Check.
- Must live in the Monadnock Region.