COUNSELOR ADVOCATE
Position Description

JOB SUMMARY
This is a full-time position reporting to the Director of Client Services, serving across Client Services, Housing program, and Economic Empowerment Program, which includes a case load of up to 25 clients. The Counselor Advocate will model leadership skills, emotional and spiritual maturity, and responsibility, and be part of a team committed to the restoration of each survivor. She will have a balance of deep compassion, judiciousness in conflict resolution, and a commitment to follow through on all deliverables. She will practice healthy boundaries, self-care, social relationships, and time management. The ideal candidate for this role will have excellent administrative skills and organizational skills around daily administrative operations in the office and experience with working with individuals with trauma.

This is a full-time position requiring a commitment of 40-45 hours per week with on-call responsibilities. The shifts are generally Monday-Friday 10 a.m. – 6 p.m. or 9 a.m. – 5 p.m. at our Midtown office, although some evening hours may be required given clients’ varying schedules. The Counselor Advocate will be eligible to enroll in Restore’s major medical, vision, dental and life insurance plan.

SPECIFIC RESPONSIBILITIES

DIRECT SERVICE DELIVERY (40%)
- Assist Referral Manager with referrals, intakes, trafficking identification, crisis intervention, safety planning, accompaniment, and resource coordination
- Provide comprehensive case management services to survivors of sex trafficking through advocacy, education, and resource coordination
- Conduct on-going strengths and needs assessment, safety planning, crisis prevention plans, and individualized service plans with clients
- Deliver individual counseling to clients to promote optimum mental and emotional health and address trauma
- Deliver individual and group economic empowerment services to Spanish speaking clients in the Economic Empowerment program
- Assist clients in though Housing program with emotional support, financial assistance and resource coordination.
- Conduct crisis response, responding to calls from our law enforcement partners (federal and local) and assist with trafficking identification and emergency service provision to potential survivors of trafficking

INDIRECT SERVICE DELIVERY (30%)
• Provide resource coordination and direct referrals for clients to appropriate services within Restore and with external service providers
• Consult with other service provider organizations to manage client referrals for legal assistance, medical services, and other social services
• Serve in on-call capacity at least one month per quarter: respond to crises and emergencies appropriately, interact with law enforcement and service providers; Provide emergency practical assistance including transportation and accompaniment, food cards, financial assistance, etc. as needed

ADMINISTRATIVE RESPONSIBILITIES (30%)
• Administer impact assessments to clients across programs at intake, case closing, and throughout service delivery according to the impact schedule
• Complete necessary documentation including progress notes and entry of impact data within 24 hours of service delivery in Apricot (electronic client database)
• Attend Restore’s staff “quarterlies” once every three months (2-day event)
• Attend weekly supervision with Director of Client Services, other education/training and consultation meetings with staff including weekly team check-ins, Client Services team meeting, peer supervision and prayer meetings

OTHER RESPONSIBILITIES
• Practice trauma informed, culturally- and linguistically-sensitive, survivor-centered practices in all interactions with residents, staff, volunteers, service provider organizations, and other stakeholders
• Ensure adherence to HIPPA requirements as well as APA, ACA, and NASW ethical guidelines

QUALIFICATIONS
• Affirm the Nicene Creed and attend a Christian church
• Spanish fluency required
• Master's degree from accredited college or university in social work or mental health counseling
• Professionally licensed in New York State (preferable) or license-eligible (acceptable)
• Success in roles requiring execution of multiple tasks while responding to multiple priorities
• Can remain focused in the face of pressure, consistently delivers against timelines, energized by tasks/time limitation
• Experience working with individuals impacted by trauma and working with immigrant women and/or at-risk populations
• Training in trauma informed care and survivor-centered practices
• Strong relational skills and engagement with survivors
• Strong organizational skills and attention to detail
• Humble, hungry, and smart in leadership roles and responsibilities
• Keen self and social awareness, well-developed self and relationship management skills
• Deep commitment to the healing and well-being of survivors of sex trafficking
• Flexible in the face of an ever-changing work environment, exceptionally dependable, and able to work well with a diverse team

ADDITIONAL INFORMATION
The following are some key aspects of our organizational culture that guide our behavior:
• We always prioritize the health and well-being of the survivor
• We take personal responsibility for deliverables
• We support each other so that we can recharge and refresh, whether it is vacation, retreat days, or other activities (professional development classes, meetings with like-minded partners)
• We sacrifice ego for the collective good of the team

If interested in this position, please send your cover letter and resume to recruiting@restorenyc.org