DOMESTIC ABUSE INTERVENTION SERVICES
Job Description

Job Title: Bilingual Legal Advocate

Job Summary: The Bilingual Legal Advocate provides services directly to victims of domestic violence in Dane County. The Bilingual Legal Advocate acts as a Service Representative per WI§ 895.45 for victims of domestic violence. The Bilingual Legal Advocate’s direct service responsibilities include providing support, information, advocacy, and court accompaniment to victims of domestic violence including assistance with restraining orders, civil, criminal, and other court matters, and legal referrals. Services will be provided in English, as well as Spanish. The Bilingual Legal Advocate is not a lawyer and does not give legal advice.

Supervises: None

Reports To: The position is supervised by the Legal Program Coordinator.

Duties and Responsibilities:

Direct Service:
1. Works with clients by phone, email, in face-to-face meetings, and in court.
2. Provides information about restraining orders, family court, criminal court, immigration laws, and other legal procedures.
3. Provides information and referrals about legal and other community resources.
5. Provides client-specific advocacy to meet identified client needs, such as contact with other service providers, law enforcement, and others.
6. Assists clients in filling out and filing restraining order paperwork and attending injunction hearings.
7. Assists clients in filling out and filing family court paperwork and attending hearings.
8. Accompanies clients to other hearings as required.
9. Co-facilitates a support group.
10. Keeps supervisor informed of high-risk situations in work with clients.
11. Adheres to organization policies and work rules, including confidentiality and code of ethics.
12. Maintains professional boundaries with organization clients.
13. Performs other duties as assigned.

Advocacy, Outreach, and Organization Representation:
1. Provides community education as assigned by supervisor.
2. Provides professional training to groups such as law enforcement and other partner agencies as assigned.
3. Actively participates at community meetings as assigned by supervisor.
4. Establishes and maintains collaborative relationships with community partners.
5. Performs other duties as assigned.
Record-Keeping and Other Responsibilities:
1. Completes all required service documentation in a thorough and timely manner.
2. Participates in organization grant and contract reporting as directed by supervisor.
3. Adheres to organization policies and work rules.
4. Consults with supervisor in weekly meetings about client concerns, workload management, professional development, and other areas.
5. Attends organization staff and team meetings as required.
6. Performs other duties as assigned.

General Responsibilities:
1. Maintains agency forms as required.
2. Adheres to agency policies and work rules, including strict adherence to DAIS confidentiality policies and code of ethics.
3. Attends trainings and continuing education activities as assigned.
4. Promotes an atmosphere of extraordinary customer service.
5. Performs other duties as assigned.

Performance Skills:
1. Commitment to the mission, vision and values of the organization.
2. Excellent customer service skills and a commitment to high quality customer service.
3. Ability to work independently and as a part of a team.
4. Ability to maintain confidentiality.
5. Excellent computer skills including knowledge of Microsoft Office.
6. Excellent written and verbal communication skills.
7. Ability to work effectively in a fast-paced and high-pressure work environment.
9. Ability to work with diverse populations.
10. Ability to interact sensitively with traumatized populations and to handle crisis appropriately.
11. Excellent problem solving abilities.
12. Excellent organizational skills.

Qualifications:
1. Bilingual in Spanish and English required.
2. Four year college or university degree. Relevant experience can be substituted for a degree.
3. Knowledge of the legal rights of victims and the civil and criminal legal systems preferred.
4. Ability to comprehend and analyze legal information, including statutes, and to explain it in an understandable way to clients.
5. Provide accurate and complete information about the extent and nature of available services.

Other Requirements:
1. Attend DAIS New Advocate Core training program.
2. Satisfactory Criminal Background Check.
3. Have a valid Wisconsin driver’s license and proof of vehicle insurance, and access to a vehicle during work hours.
4. Obtain or maintain account with a financial institution for direct deposit of paychecks.

This position is FLSA: Non-Exempt
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