



Office of the District Attorney Alameda County

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District Attorney
alcoda.org

Client Navigator (Domestic Violence Advocate) \$61,756.50 - \$70,492.50 Annually Bargaining Unit: SEIU 1021

Alameda County Family Justice Center
Hours: 8:30 am – 5:00 pm. Monday – Friday

The Alameda County Family Justice Center (ACFJC) now serves as the heart of a comprehensive service delivery system made up of over 100 public and private agency partners throughout the Bay Area, providing a gateway to safety, healing, and empowerment for victims of abuse. The ACFJC advocates for and constructs a future where there is zero tolerance for intimate partner violence, child abuse, sexual assault, exploitation, and elder abuse.

JOB DESCRIPTION

The ACFJC's navigator staff conducts the critical client service needs assessment functions by helping clients connect with on-site and off-site resources. The **Client Navigator** supports clients through a system of agency, non-profit and community-based services within Alameda County. Navigators are entrusted with the initial client needs assessments through an in-person or telephone intake. During the assessment the navigator determines the client's needs and assesses the appropriate referrals.

Responsibilities Include:

- Provide client advocacy.
- Client intake, needs assessment, and safety planning.
- Maintains contact with the client to ensure referrals were successful and to address additional needs that may develop.
- Provide community outreach and education about available resources and services.
- Assessing and coordinating service needs of clients throughout Alameda County.
- Help victims identify and access appropriate services for themselves and their children.
- Following-up with clients via client callbacks, appointments, and drop-ins.
- Refer clients to appropriate agencies, including onsite and offsite partners.
- Provide service training to ACFJC partners and other community-based organizations.
- Represent the ACFJC at community outreach events.
- Maintaining data and information for progress reports and grants reports.
- Input collected data from intakes into Efforts to Outcomes (ETO).
- Monitoring ETO Database for accuracy.
- Provides safety and emergency planning as necessary.

The ideal candidate will have strong communication skills, problem-solving ability, and effectively collaborate with FJC team, agencies, non-profits, and community-based organizations. This candidate will be dependable, detail-oriented, compassionate, empathetic and must be willing to help guide clients. This candidate will be expected to authentically relate with people from diverse socio-economic, cultural, and ethnic backgrounds; and be able to handle crisis situations in a professional manner.

*Upon hire, the candidate will be required to complete 40-hour advocacy training by a certified domestic violence service provider agency.

MINIMUM QUALIFICATIONS

Education:

Possession of a baccalaureate degree from an accredited college or university with major course work in social services or related fields. Certified Domestic Violence Specialist (CDVS), Domestic Violence Certification, Certified Domestic Violence Counselor, Certification in Domestic Violence Trauma, Certification in Domestic Violence Advocate Training (DVAT) is highly preferred.

Experience:

Two (2) or more years of experience in social services performing duties such as: client intake, assessment, eligibility determination, case management.

License

Possession of a valid California drivers' license

Desirable qualifications

- Proficient in Microsoft Office
- Bilingual/Multilingual, Spanish, Hindi and/or Punjabi, American Sign Language

HOW TO APPLY

Please send us a cover letter and resume, also complete our DA [Job Application](#). Email to the District Attorney Recruitment Unit at DARecruiting@acgov.org.

The District Attorney's Office is an Equal Opportunity Employer. All qualified candidates, regardless of race, ethnicity, gender, sexual-orientation, or physical ability are encouraged to apply.