



Daya Inc. Job Opening: Client Advocate (Bilingual in English & Urdu/Hindi)

Daya empowers South Asian survivors of domestic and sexual violence with culturally specific services and educates the community to end the cycle of abuse.

Core Job Description: The Client Advocate will support clients by performing case management duties geared to help survivors reclaim their safety and independence. The Advocate will assist clients in accessing housing through public and private funding, providing emotional support, conducting safety planning, and accessing mental health services, job training, employment, legal advocacy, childcare, health care, interpretation services, court accompaniment and public assistance.

Duties:

DIRECT CLIENT SERVICES:

- Answer helpline calls, complete intake and assess needs for appropriate intervention and referrals
- Assess lethality, provide crisis management, and conduct safety planning
- Assess eligibility for housing programs and next steps including:
 - Completing intake for appropriate housing program
 - Assisting in locating housing
 - Ensuring compliance with housing grants
 - Providing housing advocacy throughout the program
- Provide legal and criminal justice advocacy. Examples include court testimony, filing applications and affidavits for legal purposes, assisting in protective orders, law enforcement accompaniment.
- Provide appropriate referrals (both in-house and external) and complete timely followup to ensure complete case management
- Provide ongoing emotional support to survivors of domestic and sexual violence
- Build relationships with the legal, criminal justice, and housing communities in the Greater Houston Area
- Participate in administrative duties and other projects as needed
- Participate in training sessions and professional development opportunities to ensure trauma-informed, client-centered care.

REPORTING:

- Track client calls, maintain appropriate client records and files as well as monthly call analysis and client reports
- Maintain the client database
- Maintain and update advocate resource guide
- Maintain in-depth housing files with detail and accuracy



MISSION AND VISION PROMOTION:

- Promote atmosphere of teamwork and collaboration to accomplish all Daya initiatives (client services, outreach, fundraising, and education) with staff members, other directors, and the ED
- Build and maintain a network of mainstream and South Asian professional resources
- Attend and contribute to staff meetings and other internal meetings
- Participate in appropriate professional development webinars, seminars and forums
- Serve as speaker/trainer for Daya by participating in community education programs as needed

Qualifications:

- Bilingual in English and Urdu/Hindi
- Creative and resourceful in finding community referrals and supports
- Detailed oriented with experience in data collection, documentation, and meeting deadlines
- Relevant work/volunteer experience in case management required
- Excellent communication skills, providing compassionate and timely follow up and education regarding services and knowledge about domestic and sexual violence
- Proficiency in computer applications and utilization of online resources to meet client and organizational needs
- Well-organized, self-motivated, and flexible to meet client needs
- Ability to work flexible hours including occasional evenings and weekends
- Experience working in a non-profit environment preferred

Salary: \$19-\$23/hr., commensurate with qualification and experience. This is a full-time position.

To apply:

- **Please send completed application and resume to the Client Services Director– Hareema Mela at hareema@dayahouston.org**
- **Letters of recommendation will be required upon request.**