



## **Daya Inc. Job Opening: Client Advocate**

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 supports clients by offering emotional support and guidance to help survivors of domestic and sexual violence build violence-free lives. The Client Advocate will provide emotional support and partner with clients to plan for their current and future safety. Through trauma-informed and survivor-centered approaches the Client Advocate will support clients in locating resources, navigating systems, and understanding their rights. Daily, Client Advocates work with their clients to address needs related to legal systems, housing, employment, childcare/parenting, healthcare, and public assistance. Daya Client Advocates provide these holistic services with a warm and culturally specific lens that considers the role of language, culture, and immigration status.

### **DIRECT CLIENT SERVICES:**

- Answer helpline calls, complete intake and assess needs for appropriate intervention and referrals
- Initially and on an ongoing basis, assess risks, identify needs, provide crisis intervention, conduct safety planning, and offer education on the dynamics of domestic and sexual violence
- Provide compassionate and ongoing emotional support to survivors
- Provide appropriate referrals and assess eligibility for internal programs for legal, housing, employment, public assistance, and other case management needs
- Accompany clients to appointments as needed for safety and support
- Provide frequent and timely follow up to ensure clients are supported

### **ADMINISTRATION & TEAMWORK:**

- Track calls, maintain client records, and document services in a timely, comprehensive manner
- Maintain and update advocate resource guide
- Build and maintain a network of mainstream and South Asian professional resources
- Accurately complete administrative duties
- Undergo professional development to ensure best practices
- Promote atmosphere of teamwork and collaboration to accomplish all Daya initiatives with colleagues, community partners, and volunteers
- Contribute to staff meetings to collaboratively address challenges and develop creative and culturally responsive approaches
- Periodically serve as speaker for Daya at events (as you are able)

**Required Qualifications:**

- Motivated by a commitment to ending violence through well researched, culturally informed, and equitable approaches
- Creative and resourceful in researching new referrals and resources
- Nonjudgmental towards diverse and differing beliefs and experiences
- A deep awareness of, balanced admiration for, and persistent curiosity about the South Asian culture
- Flexible, curious, and motivated when supporting others
- Authentic, perceptive, honest, and warm communication skills
- Detailed oriented with documentation, follow up, and deadlines
- Proficient with technology and able to learn and use new technology

**Preferred Qualifications:**

- Bilingual in Hindi, Urdu, Dari, Pashto, or another South Asian language
- Experience providing direct client services in a non-profit environment

**Compensation:** \$20-\$24/hr., commensurate with qualification and experience.

Paid Time Off:

15 days annually

All federal holidays

2 Floating holidays

8 hours wellness time, monthly

**TO APPLY**

1. Complete an application here: <https://forms.gle/q5HpgGv7CxCxDrOQ7>
2. Send your resume to Daya's Client Services Director, Hareema Mela at [hareema@dayahouston.org](mailto:hareema@dayahouston.org)
  - Please note, references will be contacted at a later stage with your permission