



## **Intake/Outreach Services Advocate-Job Description**

Updated 5/2026

**Reports To:** Executive Director

**Classification:** Full-Time, Non-Exempt

**Schedule:** 40 hours per week, Monday-Thursday 8 AM-5PM, Friday 8 AM-12PM, including participation in rotating on-call hotline coverage outside normal business hours. Some outreach events may require schedule adjustments beyond normal business hours with advance notice.

**Location:** Blackfoot, Idaho with regular travel throughout Bingham County and surrounding communities

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### **About Bingham Crisis Center**

The Bingham Crisis Center's (BCC) Mission is to work within the community to help eliminate domestic and sexual violence, promote healthy non-violent relationships by providing emergency services, shelter, individual and group treatment, education and support services to survivors and their families.

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### **Position Summary**

The Intake/Outreach Services Advocate plays a critical role in supporting survivors and strengthening community response efforts throughout Bingham County and surrounding service areas, including Shelley and Firth. This position provides direct advocacy, case management, crisis intervention, community outreach, systems navigation, and support for individuals and families impacted by domestic violence, sexual assault, and related trauma.

The ideal candidate is compassionate, organized, adaptable, and able to build strong relationships with clients, community partners, schools, law enforcement, and other agencies. This role requires professionalism, sound judgment, strong communication skills, and the ability to maintain confidentiality while working in fast-paced and emotionally sensitive situations.

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### **Essential Duties & Responsibilities**

#### **Client Advocacy & Support**

- Provide trauma-informed advocacy and direct support services to survivors and their families.

- Conduct client intake assessments and assist with identifying immediate and long-term needs.
- Develop individualized service plans, goals, and safety plans with clients.
- Provide ongoing case management and follow-up services.
- Assist clients with accessing community resources, including housing, food assistance, counseling, transportation, healthcare, legal services, and financial resources.
- Support clients in understanding and navigating the civil protection order (CPO) process.
- Maintain accurate, timely, and confidential client documentation, case notes, and program records in accordance with agency, state, and grant requirements.
- Monitor client progress and adjust service plans as needed.

#### Crisis Response

- Participate in the agency's rotating 24-hour crisis hotline schedule.
- Respond appropriately to crisis situations using trauma-informed and survivor-centered practices.
- Provide emotional support, crisis intervention, referrals, and advocacy during emergency situations.

#### Community Outreach & Collaboration

- Build and maintain collaborative relationships with schools, law enforcement, healthcare providers, social service agencies, and community organizations.
- Represent BCC at community meetings, trainings, outreach events, and public awareness activities.
- Assist with community education and prevention efforts related to domestic violence, sexual assault, healthy relationships, and available services.

#### Team Collaboration & Professionalism

- Participate and work collaboratively in staff meetings, trainings, supervision, and professional development opportunities.
- Follow all BCC policies, procedures, ethical standards, confidentiality requirements, and professional boundaries.
- Demonstrate cultural responsiveness, empathy, professionalism, and respect when interacting with clients, staff, and community members.
- Perform additional duties as assigned to support agency operations and client services.

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### **Minimum Qualifications**

- High school diploma or GED required
- Experience working in victim advocacy, social services, crisis intervention, behavioral health, case management, or related human services preferred.
- Strong written, verbal, and interpersonal communication skills.
- Ability to manage multiple priorities and maintain organized documentation.
- Ability to work both independently and collaboratively in a team environment.

- Demonstrated ability to maintain confidentiality and exercise sound professional judgment.
- Ability to work effectively with individuals from diverse backgrounds, experiences, and belief systems.
- Basic computer proficiency, including email, data entry, and documentation systems.
- Willingness and ability to participate in rotating after-hours hotline coverage.
- Valid driver's license, reliable transportation, and current proof of insurance required.
- Ability to pass a criminal background check.

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### **Preferred Qualifications**

- Knowledge of trauma-informed care and survivor-centered advocacy practices.
- Familiarity with local community resources and service systems.
- Experience working with domestic violence or sexual assault survivors.

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### **Physical & Working Conditions**

- Combination of office-based work, community outreach, client meetings, and travel throughout the service area.
- May involve sitting, standing, driving, computer use, and occasional lifting of materials up to 25 pounds.
- Position may involve exposure to emotionally difficult or high-stress situations.
- Approximately 70% office/client-service work and 30% community travel and outreach.

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### **Equal Opportunity Statement**

Bingham Crisis Center is an equal opportunity employer committed to creating an inclusive and supportive workplace. We encourage applicants from diverse backgrounds and lived experiences to apply.

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### **Acknowledgement**

My signature below indicates that I have read this job description and understand the requirements of the position. I agree that I am able to perform the essential functions of the job as outlined. I further understand that the responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the BCC.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_