



Bangor Office: PO Box 653
Bangor, ME 04402
(207) 945-5102

Direct Service Advocate Job Description

Job Title: Direct Service Advocate

Classification: Non-Exempt

Work Hours: 40 hour work week between the hours of 8am-5pm and predictable overnight and weekend work related to the 24-hour helpline, including some in-person advocacy

Location: Bangor

Travel: Frequent travel required (valid driver's license and reliable transportation required)

Supervisor: Helpline Coordinator

Starting Pay Range: Level 1 - \$17.34-\$18.87 hourly wage (\$36,070-\$39,253 annually), depending on experience

Partners for Peace Mission & Vision

At Partners for Peace (PFP), it is our mission is to engage individuals and the community to end domestic violence in Penobscot and Piscataquis Counties. We provide support, advocacy and safety planning to anyone affected by domestic abuse. We foster safe and healthy relationships through prevention, education and training. Together with our community we recognize the nature of abuse, respond to it, and change the conditions which lead to it.

We believe that every person deserves to live in peace and equality, and that just and respectful relationships can change the world.

Purpose of position: The Direct Service Advocate provides advocacy and crisis intervention services to individuals and families affected by domestic violence, dating abuse, sexual assault, stalking, and human trafficking at the Bangor Resource Center, in various community settings, and on the 24/7 hour helpline.

This position collaborates with the Helpline Coordinator and other advocates to ensure high quality direct support for victims and survivors of abuse.



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Core Job Responsibilities of this Position:

1. Provide in-person crisis intervention and advocacy to victims and survivors of domestic violence at the organization's Bangor Resource Center and other community locations (e.g. hospitals, law enforcement agencies, courts, etc)
2. Engage in direct support and advocacy with individuals and families affected by domestic abuse and violence, including the staffing of PFP's 24-hour helpline during daytime shifts, some overnights and weekends
3. Maintain a working understanding of community resources available to victims and survivors of domestic violence in the Penobscot & Piscataquis county region
4. Ensure timely completion of data entry and documentation related to the helpline and advocacy program
5. Perform other duties as assigned

Qualifications Specific to this Position:

- a) Minimum high school diploma or GED required; additional education, training, or experience in human services preferred.
- b) Ability to provide consistent high quality direct service support and advocacy to survivors of abuse and violence
- c) Demonstrated ability to communicate and engage effectively with coworkers and community members
- d) Understanding of the impact of various forms of oppression and systems on people affected by domestic violence, strangulation, sexual assault, dating abuse, stalking, and human trafficking

Additional Qualifications:

- a) Successful completion of the organization's 45-hour Core Comprehensive Advocacy, Intervention, Response, and Ethics Training for new domestic violence advocates
- b) Sensitivity to and understanding of the impacts of trauma and the dynamics domestic violence, dating/partner abuse, sexual assault in relationships, stalking, and human trafficking, or willingness to learn
- c) Enthusiasm for engaging with diverse populations and marginalized communities
- d) Willingness and ability to employ a survivor-centered, self-help model of service delivery and social justice advocacy



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- e) Willingness and ability to work flexible hours, including some nights and weekends
- f) Willingness and ability to provide 24-hour confidential helpline coverage as scheduled
- g) Dedication to the Partners for Peace Mission and Vision and Inclusivity Pledge

Additional Requirements:

- a) Must pass State Bureau of Investigation (SBI) check, Department of Health & Human Services (DHHS) Abuse and Neglect investigation, and Motor Vehicle Check
- b) Must provide own transportation (fully insured vehicle), provide proof of and maintain a valid driver's license, and compliance with Maine law regarding vehicle insurance
- c) Experience with a variety of software applications including, but not limited to data programs, Microsoft Word, Excel, and Office 365 programs
- d) Excellent organizational skills and attention to detail
- e) Effective time management skills
- f) Ability to maintain and preserve confidentiality
- g) Ability to report and/or compile statistics and units of service accurately and timely
- h) Ability to understand the requirements of funding for one's position and the organization in order to participate in meeting those requirements
- i) Ability to work collaboratively with a variety of people as well as independently;
- j) Ability to successfully manage and prioritize tasks related to multiple projects and direct support of survivors of domestic violence

Physical Requirements and Working Conditions:

- a) Must be able to work in a fast-paced, non-smoking, trauma-informed, survivor-centered environment with the potential for stress
- b) Must be able to drive and be available to travel as needed
- c) Must be able and willing to provide crisis response services and advocacy to survivors of domestic violence sometimes during evenings and weekends.
- d) Must be able to do occasional lifting and transporting of materials.

Partners for Peace is an Equal Opportunity Employer, 2023

Partners for Peace proudly celebrates all unique identities including, but not limited to; Black and Indigenous people and all people of color; women (trans and cis), intersex people, non-binary people, and men (trans and cis); young people and elders; poor and working-class people; people with disabilities; people with chronic mental health conditions; lesbian, gay, bisexual, asexual, pansexual people, and all others under the Q+ umbrella; monogamous and



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polyamorous people; immigrants and people with limited or no English proficiency; housed or unhoused people; and people of all faiths and traditions, no matter wealth, ability, intellect, sobriety, social status, or appearance. We acknowledge that this list is not all inclusive and will change as our knowledge grows.