

JOB DESCRIPTION

HOTLINE/SHELTER ADVOCATE

(40 Hours; Tuesday through Saturday 4pm-12am)

GENERAL SUMMARY: Supports the organization's Mission, Guiding Principles and Values and Women's Center Business System (WCBS), along with sensitivity of cultural and workplace harmony.

SUMMARY: Provides direct service and advocacy for Shelter and Hotline clients. Flexibility in work schedule: days, evenings, overnights, and weekends as needed.

REPORTS TO: Residential Relations Supervisor

RESPONSIBILITIES:

All Advocates will have the following Shelter responsibilities:

- Maintains building security at all times and assures confidentiality of residents
- Provides intake interviews with the resident to identify individual needs
- Work with residents on meeting basic daily needs
- Facilitates DV educational support groups for residents
- Supervises volunteers and substitutes in absence of the Program Manager
- Provides individual advocacy and case management for assigned residents, following the Specialized Team Case Management model described below. Note that these roles are delineated for ease of service provision; however, each team member will need to perform all roles at some point:
 - *Economic Empowerment Advocate:* Responsible for Housing Advocacy, Career/Education Advocacy, and Advocacy related to Benefits and Income.
 - *Safety Advocate:* Responsible for Safety Planning and Goal Planning on an ongoing basis and serving as a liaison to the Legal Advocacy Department.
 - *Specialized Services Advocate:* Responsible for Advocacy related to Alcohol and Other Drugs, Health, LGBTQ issues, Cultural/Language issues, and Pet issues (and any other specialized issues that arise for the resident), and serving as a liaison to the Mental Health Coordinator and the CYF Outreach Advocate.

All Advocates will have the following Hotline responsibilities:

- Provides crisis counseling, information and makes triage referrals to all callers.
- Assist with training substitutes, volunteers and interns for hotline work
- Provides support to volunteers, substitutes and interns on hotline data collection

All Advocates will have the following combined responsibilities:

- Documents and enters accurate client information and systems advocacy and submits in a timely manner
- Meets regularly with Residential Relations Supervisor for supervision to review, receive and prioritize tasks and discuss issues/problems of the shelter and hotline departments
- Advocates for victims of IPV, using the Justice, Autonomy, Restoration and Safety model (JARS) and the Sanctuary model
- Performs other duties and assigned by your supervisor.

QUALIFICATIONS:

- Degree in social work/social sciences
- 1-3 years in direct service in a human service agency, including two years in a counseling setting
- Ability to multi-task and adapt to change
- Ability to work independently and as a member of a team
- Effective written and oral communication skills
- Sensitive to domestic violence and cultural diversity issues
- Working knowledge of Microsoft Office Windows, Outlook and Word
- FBI and Act 33/34 clearances

Salary Starts Low \$30,000's annually.

Non-Exempt

Please send cover letter and resume to Adrienne at lainga@wcspittsburgh.org