

Women's Center & Shelter of Greater Pittsburgh

JOB DESCRIPTION

SUBSTITUTE ADVOCATE

(Variable Hours and Schedule)

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, Children's Department, Hotline, and/or Front Office clients on an as needed basis.

REPORTS TO: Residential Relations Supervisor and Children's Program Supervisor

RESPONSIBILITIES:

Shelter Responsibilities:

- Provides information to residents regarding housing, health care, financial and safety options
- Maintains building security at all times
- Assures confidentiality of residents
- Provides intake interviews with the resident to identify individual needs
- Work with residents on daily and weekly action plans
- Provides individual and group advocacy
- Facilitates support groups for residents as needed
- Interact with women and children in the shelter community areas
- Meet with individual resident women as needed to provide crisis intervention and/or support
- Maintain community living standards and regulations ensuring the safety and cleanliness of the community

Hotline Responsibilities:

- Provides crisis counseling, information and makes triage referrals to all callers

Children's Department Responsibilities:

- Nurture and care for children while moms are attending support groups, in court, or pursuing their goals
- Wipe children's hands and mouths before and after meals and provide snacks (and meals) as needed
- Prepare bottles and change diapers
- Oversee older children and deliver age-appropriate activities as needed

- Organize activities and implement curricula that stimulate children's physical, emotional, intellectual, and social growth and promote resiliency and coping
- Comfort children when they are upset and determine cause of distress
- Co-facilitate community meetings for children
- Oversee children when they are playing outside, gardening, or on the playground.
- Take children on field trips
- Work with Children's Program staff and Supervisor to design daily and long-term schedule of activities and programs for children

Front Office Responsibilities:

- Maintains strict confidentiality of clients, residents, and location
- Monitors building and resident security through control of doors, alarms, surveillance, and the initiation of security procedures/alerts
- Administers visitor/resident sign-in and sign-out procedures
- Maintains a secure and welcoming environment
- Greets and engages visitors/residents in alignment with Sanctuary Model and cultural competency principles
- Maintains clean and clutter-free space for clients, visitors, and staff in the vestibule and Front Office areas
- Maintains a professional appearance
- Utilizes proper phone etiquette

QUALIFICATIONS:

- Must successfully complete WC&S domestic violence counselor/advocate training and demonstrate an understanding of domestic violence and WC&S procedures
- High school diploma/GED and partial completion of degree in social work/social sciences
- 1-2 years in direct service in a human service agency, including one year in a counseling setting
- Knowledge of Pennsylvania laws pertaining to women and civil and criminal procedures
- Ability to work well under pressure
- 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
- Experience working with children (e.g. raising children does apply!)
- Patience with children
- Understands and uses the following:
 - Active listening
 - A non-judgmental approach
 - Education and empowerment rather than advice giving
- Working knowledge of Microsoft Office Windows, Outlook and Word
- Act 33/34 and FBI clearances

Salary Grade

Casual Hourly - \$12.00/hour. No benefits.

Send Resume to: lainga@wcpittsburgh.org