



JOB DESCRIPTION

DIRECT SERVICES - SUBSTITUTE ADVOCATE

(Variable Hours and Schedule)

GENERAL SUMMARY:

WC&S is a comprehensive domestic violence program serving over 8,000 adult and child survivors of domestic violence annually & facilitating intervention groups to over 500 men who batter. All staff learn about and support the organization's mission, guiding principles, and values, as well as the tenets of Women's Center Business System (WCBS), and are sensitive to cultural and workplace harmony and infusing principles of Sanctuary (a model for providing trauma-informed care) into their daily interactions with clients and co-workers.

SUMMARY:

Provides direct service and advocacy for Shelter, Children's Department, Hotline/Chat/Text, and/or Front Office clients on an as needed basis.

REPORTS TO: On-Site Program Manager

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, safety planning, and information and referrals to Hotline callers and to users of Chat and Text Support

Children's Program 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 AND HOURS:

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

TO APPLY:

This position is open on a rolling basis. Send resume and cover letter to the Director of Administration at careers@wcpittsburgh.org to apply.

Women's Center & Shelter is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status or any other protected characteristic.