



Immediate Needs Coordinator

About the organization. WC&S is a comprehensive domestic violence program annually serving over 7,500 adult and child survivors of domestic violence & facilitating an intervention program to over 500 people who are abusive. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our Mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship.

About the role. As an Immediate Needs Coordinator for WC&S, your primary role is to connect survivors of intimate partner violence (IPV) with crucial resources. You will connect with survivors over the phone and in person to assess and meet their safety, emotional, self-sufficiency, housing, and other needs. The successful candidate will possess strong assessment and case management skills, be a resourceful problem solver with attention to detail, be a practitioner of trauma-informed care, and demonstrate passion for working with survivors of intimate partner violence. This role is based out of the main WC&S facility; currently, it is performed primarily remotely.

This role provides you with the opportunity to showcase your skills in assessment, coordination, and customer service while contributing to the Mission of WC&S in a multitude of ways. If you have experience assessing, managing, and coordinating needs and are motivated to make a difference for survivors of intimate partner violence then we are eager to hear from you.

Here's what you will do:

- Connect with survivors of intimate partner violence referred from WC&S programs in a timely manner, assess their needs, and determine the most effective service plan.
- Advocate for, support, and empower clients around their safety, emotional, self-efficiency, housing, and other needs.
- Follow-up with clients to determine the effectiveness of services and additional needs.
- Communicate and coordinate with other WC&S programs regarding client needs.
- Administer the Immediate Need Fund, work on program-related projects, and attend program-related meetings as needed.
- This full-time, non-exempt position requires being available Monday through Friday during business hours; some evening and weekend hours could be necessary.
- Perform other duties as assigned.

Here's what we are looking for:

- Bachelor's degree in social work or related area required (commensurate experience will be considered); Master's degree preferred.
- At least two years of direct service experience in victim services or human service agency preferred.

- Bilingual or multilingual proficiency preferred.
- Strong command of general technology including but not limited to Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce, Tableau, and Teams strongly preferred.
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, cultural diversity issues and child abuse and neglect.
- Comfortable with autonomy and working with a team.
- Ability to establish healthy boundaries, trust, respect, and rapport with a diverse population of clients and professionals.
- Ability to understand and perform confidentiality and safety procedures.
- Experience working in organizations with a successful track record in diversity and inclusion cultures preferred.
- Act 33/34 and FBI Fingerprinting Clearances will be required.

About the benefits. WC&S offers a comprehensive and competitive benefits package, including: generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan; Flexible Spending Account; Employee Assistance Program; paid training and professional development opportunities; and is a Public Service (Student) Loan Forgiveness eligible employer.

WC&S 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. We are committed to providing an inclusive and welcoming environment to all.

TO APPLY:

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "Immediate Needs Coordinator" by December 6th to careers@wcpittsburgh.org.