



## FLEX DIRECT SERVICE ADVOCATE II

**About the agency.** Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,700 adult and child survivors of domestic violence & facilitating an intervention program to nearly 300 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 (SUCCESS). In addition, the principles of Sanctuary (a model for providing trauma-informed care) and continuous improvement infuse all aspects of the organization.

**About the role.** As a Flexible Direct Service Advocate, you would provide direct service advocacy, safety planning, emotional support, psychoeducation, case management, and information & referrals to clients of the WC&S Emergency Shelter, 24-Hour Hotline, and Text/Chat. You will have the ability to effectively work with adults and children who have experienced trauma, handle crises, manage multiple client cases and needs, and be a resourceful problem solver with strong attention to client safety, confidentiality, and wellbeing. Due to the sensitive nature of our work, it is important that you understand abusive family dynamics, including intimate partner violence (IPV), cycle of abuse, power and control dynamics, and child abuse and neglect. The flex schedule will provide you with flexibility and variety, as you will have the opportunity to learn and work in all shifts. The successful candidate is open to variety, sensitive to trauma and cultural diversity issues, and passionate about serving those experiencing IPV. This role will be based out of the WC&S Residential Program, which is housed in the main WC&S facility.

This role provides you with the opportunity to showcase your active listening, communication, and crisis management skills, and the ability to contribute to the organization's mission in a variety of ways. If you are comfortable building rapport, thinking outside the box, and working with a team to meet ever-changing needs, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge and skills.

### Here's what you will do:

- Maintain building security and assure confidentiality of clients, residents, and location at all times
- Conduct intake interviews with residents to identify individual needs
- Provide individual advocacy and case management for residents related to ongoing safety planning, goal planning, housing support and advocacy, and more
- Work regularly with residents on meeting basic daily needs
- Facilitate weekly IPV educational support groups for residents
- Prevent and manage crises through rapport building, active listening, mediation, and problem solving
- Provide crisis counseling, safety planning, and information and referrals to Hotline callers and users of Chat/Text
- Assist with training of new staff, volunteers, and interns



- This position is available as a full-time (40 hours per week) or part-time (20 hours per week) role. Either position requires being available for all potential shifts including business hours, evenings, weekends, and overnights. Schedule posted in advance; commitment to at least two (2) days off in a row for self-care and work/life balance.
- Perform other duties as assigned by supervisor(s)

**Here's what we are looking for:**

- High school diploma/GED required; Bachelor's degree in related field preferred
- At least one (1) year of experience working in direct service in a human service agency
- 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
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- 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
- Desire to work in an organization committed to diversity, equity, and inclusion as part of its values
- Act 33/34 and FBI Clearances required

**Typical Starting Salary:** \$36,000/year

**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 with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination or harassment on the basis of race, color, religion, sex (including pregnancy, gender identity or gender expression, and sexual orientation), national origin, ancestry, place of birth, hairstyle, age, disability, using guide or support animals for a disability, genetic information (including family medical history), familial status, citizenship status, military service, or any other characteristic protected by law. We are committed to providing an inclusive and welcoming environment for all.

**TO APPLY:**

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "Flex Direct Service Advocate" to [careers@wcpittsburgh.org](mailto:careers@wcpittsburgh.org).